



# HOSTING CONTROLLER

## HC FEATURES OVERVIEW

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## Proprietary Notice

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## HC Overview

### The Company

**HOSTING CONTROLLER** is a product of Advanced Communications - a well known firm that conceives, creates, matures and launches high tech start ups, having its head office in Los Angeles, CA, USA.

HC development was started in 1997. Over thirteen years of development, experience and innovation delivers unmatched functionality, flexible features, and robust user-interface. A quick overview of HC is as follows:



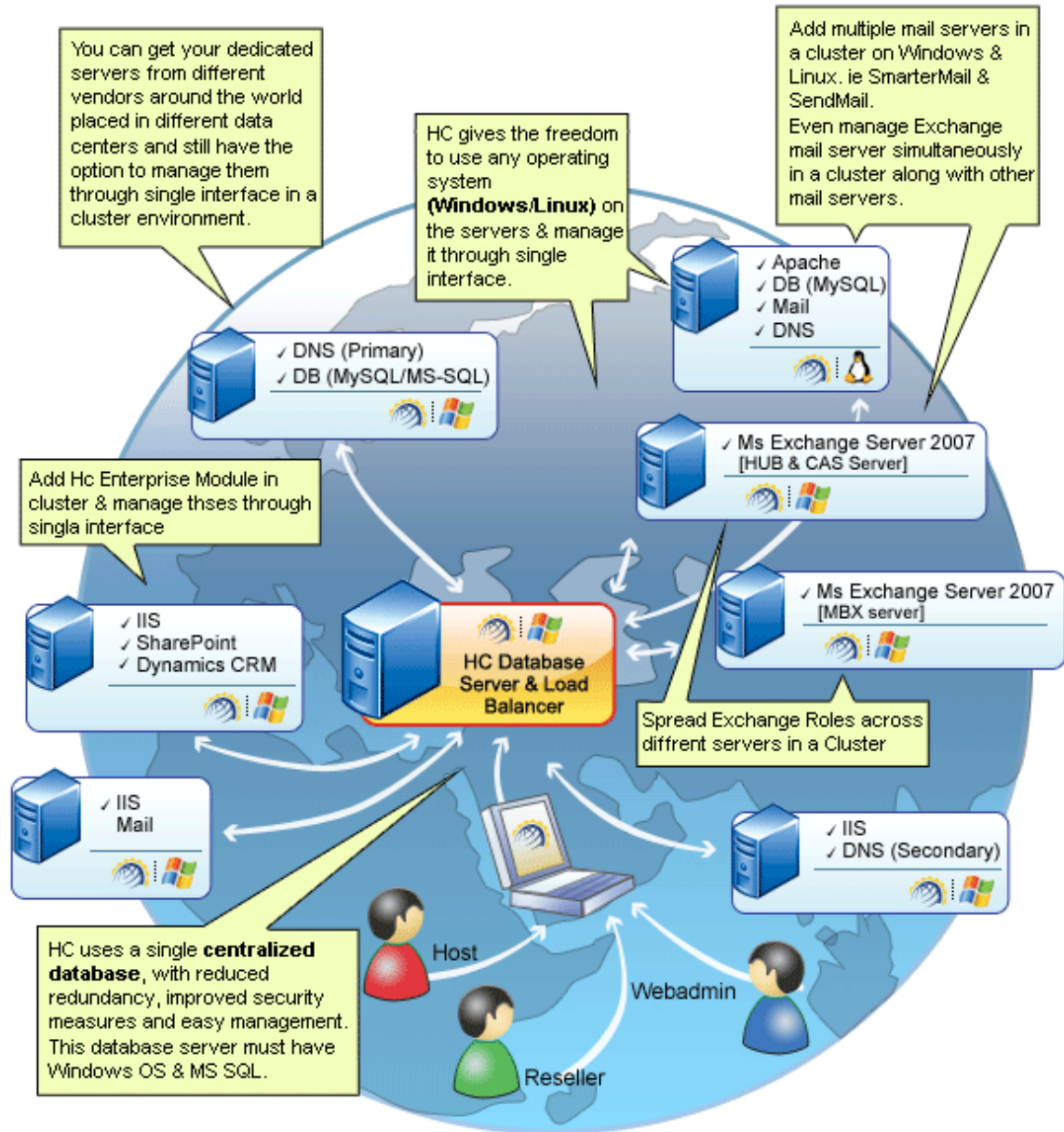
- In 1999, HC was the only commercially available product for the then nascent hosting on Windows Servers.
- In 2001, a better version was released with many new features.
- In 2003, a multilingual version of the product was released. Also, the architecture of the product was slightly improved.
- In Jan 2007, the long awaited release of Hosting Controller named HC7 was released with both Windows and Linux support.
- And now, HC customers are enhancing the capabilities of their hosting business with the latest version of HC i.e. **HC8**. It includes comprehensive support for Exchange 2007, BlackBerry (BES), Dynamics CRM 4.0 Module and Windows SharePoint Services 3.0 (WSS).

### The Product



HC is specifically designed & developed for web hosts to experience infinite hosting impossibilities in cluster environment and reduce their operational cost. It enables web hosting companies to manage all their servers both Windows & Linux through centralized interface. You can add multiple mail servers within a cluster and offer MS-Exchange & SharePoint hosting. You can expand your business with HC, from one server to cluster of servers. It allows you to add new clusters as per your requirements. Following figure illustrates working of HC in a cluster environment:

## HC Features Overview



## Latest Version

The latest version of HC i.e. **HC8**, offers variant new features that enables you to take your hosting business beyond the expectations. Now with **HC8**, you can not only manage both Windows & Linux servers through a centralized interface but can also offer MS Exchange and SharePoint Hosting.

Moreover, with its comprehensive support for Dynamics CRM and BlackBerry (BES), you can now experience the infinite and enterprise hosting possibilities.



Some of the salient features of this latest version – **HC8** are as follows:

- Cluster Management
- NAT Independent
- Centralized Database
- Load Balancing
- Improved Error Handling
- Click and Install Applications
- HC API Support
- Multilingual Support
- Cross-Platform Support (Windows and Linux)
- Integrated Trouble Ticketing System
- Improved GUI with New Versatile Gadgets

## Benefits



Hosting Controller is a complete array of Web hosting automation tools for Windows and Linux. Hosting Controller software is a powerful and flexible multilingual automation suite that offers service providers a reliable, secure and scalable solution for building and managing both Windows and Linux hosting environments quickly and easily. Its advanced features and sophisticated billing system are designed to automate and improve Web hosting tasks.

## HC Features

Following section of the document provides a brief overview of each of the HC Features:

### Development Framework

From the efficiency and security point of view, all development of Hosting Controller is done using the latest .NET framework version 2.0. It has mature debugging tools and thus ensures lesser bugs for the resulting product. It uses most of the industry standard protocols such as XML, SOAP and HTTP and thus facilitates distributed application communications efficient, ensuring all the security measures.

### Centralized Database

HC uses a single centralized database, with reduced redundancy, improved security measures and easy management reducing the chances for bugs in the product.

### Load Balancer

One of the key features HC is Load Balancing. In today's world we face slow traffic on our networks. Among other reasons one big reason is over loaded servers. HC7 introduces its load balancing component which is built-in; it automatically balances the traffic load in a cluster.

When there is more than one Shared Hosting server in the Cluster, resellers share the resources on these Shared servers. There are provisions in the load balancing mechanism to enhance it further i.e. later the load balancing can be based on the amount of bandwidth, memory or CPU usage or some other parameter for future enhancements.

### Windows and Linux Support

HC8 gives its users the freedom to use any operating system (Windows/Linux) on the servers, with just one limitation that the control or master server must have Windows servers installed on it. This provides flexibility to manage Windows (IIS) and Linux (Apache) web servers simultaneously through a centralized single interface.

### NAT Independent

In HC8, a cluster can be made independent of the NAT i.e. customers can have a server of the cluster outside the NAT. Previously in HC 6.1, DCOM remote call was limited to the machines within the NAT IP range because of DCOM limitations. In .NET based remoting service; there is no such limitation. In simple words customers can get dedicated servers from different vendors around the world, placed in different data centers and still have the option to manage them through single interface in a cluster environment.

## Improved Error Handling

**HC8** comes with improved error handling techniques. It uses XML log generation at the back end which not only helps in error handling but also in error tracking. This way, errors are tracked and fixed with lesser duration of time.

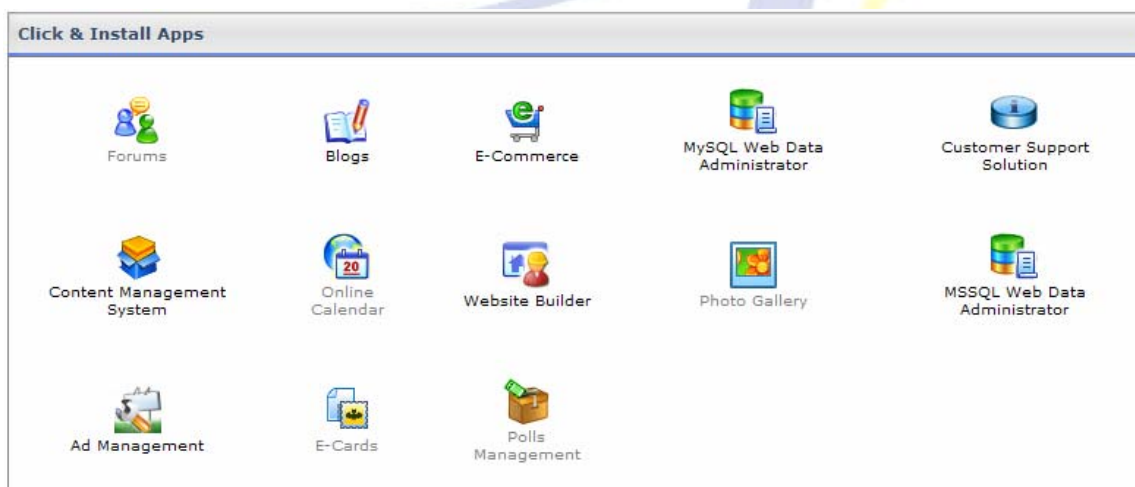
## Cluster Management with Central Control

Customers can manage any of their servers with just one interface. **HC8** relieves the pain of logging different servers separately and performing related management tasks. More over to ensure security, this cluster distribution is not visible to end users (resellers and web Admins). **HC8** is designed and built as a software system that manages a cluster of web-servers that exposes a centralized interface posing as single virtual entity.

## Click & Install Apps ++

Previously, dozens of click & install applications are integrated and bundled in HC. This third party software can be enabled on per site basis through single click. These applications include Forums, Blogs, E-Commerce Solutions, Web Data Management, Customer Support Solutions, CMS, Online Calendar and Website Builder.

Now HC provides enhanced support for these third party applications and allows you to add as many Click & Install Applications to the control panel as required. The extended support of Click & Install Apps ++ in **HC8** is intended to provide round the clock ease within a click and thus facilitates your end users with the third party applications.



## Improved GUI with New Versatile Gadgets

Along with the competent features and efficient functionality, **HC8** brings a cooler and friendlier GUI. With its popular panel XP theme is now introduces perfectly structured Cool Tab Skin and convenient Cool Tree Skin, both in groovy and dandy colors. The new look offers new prospects, new designs and new junctures to all its users.



## Advanced Billing System

Web Hosts normally spend lot of time doing routine billing. An average size host typically spends 2 hours a day in billing. Many use different external billing software or manually do the billing. Almost all hosts have problems with billing both ways. At times something is provisioned and is not billed. Alternatively something is not provisioned and billed to customer creating a dispute and dispute resolution overhead. Hosting Controller makes sure that anything and everything provisioned is billed and nothing is incorrectly billed. Its support for every gateway in the world makes sure that human intervention is kept to minimum if not zero.

## Multilingual Control Panel

There has been a great demand for localization of web hosting control panel and regional language interfaces. Hosting Controller has broken the language barrier by releasing the control panel in several languages including Chinese, Spanish, French, Italian, Thai, Bulgarian and Portuguese. It has flexible structure to support any other languages without disturbing any of the code.

## RebuildXpress Utility (Backup Recovery Tool)

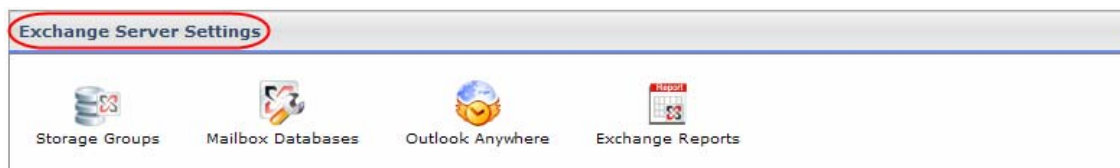
RBX Instant Recovery is a revolutionary tool, an add-on to Hosting Controller 8 that provides rigorous backup and simplified restoration mechanism for both Windows & Linux based hosting servers. It takes backup with the help of a built-in FTP client, ensures automated backup with no user interaction. It quickly restores all services and customer data to the last known good state.

## Exchange 2007

HC8 is enriched with extended Exchange 2007 features to provide comprehensive support for the industry's foremost messaging and collaboration tool. It ensures greater functionality, improved performance, better stability and additional product enhancement. These significant features are:

- Mailbox Database Management  
HC8 provides comprehensive mailbox database management by offering complete control over the addition/edition/deletion of mailboxes and databases.
- Public Folders Management  
HC8 assures complete management for the public folders. It allows you to create/edit/delete the folders as per your needs. Also, you can maintain a separate list of accepted and rejected senders to keep an absolute track of your senders.
- Distribution Lists  
HC8 offers absolute support for list management. It allows you to create/edit/delete lists as per your requirements.

All these modules are tightly integrated with each other, to deliver the most appropriate and comprehensive support for Exchange 2007 for your ease.



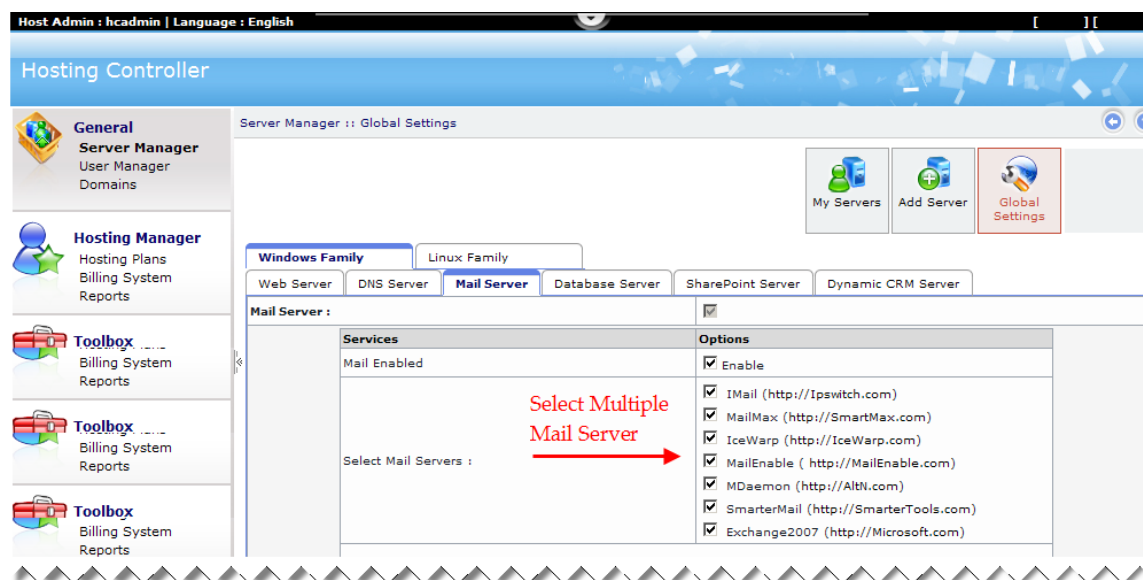
## Multi Mail Server Support

With so many new features that exactly satisfy your demands, HC8 also brings multiple mail server support. Now, you can simultaneously assort various mail servers with the control panel as required.

## HC Features Overview

You might be using “SmarterMail” as your web server and you want to offer MS Exchange 2007 services as well. With **HC8**, no big deal! It allows you to add multiple mail servers in the cluster without effecting functionalities of any of these. So, you can easily add “Exchange 2007” in the cluster.

Supposedly, you are using “IMail” as a mail server in your cluster and on the same time you also want to add “MailEnable” as another mail server. Yes, **HC8** allows you to do so without disabling any of these.



## Mail Only Domains

HC not only provides mail domains management but also offers absolute support for Mail Only Domains. No matter, if you have created your website through HC panel or elsewhere, HC provides complete management for your mail domains.

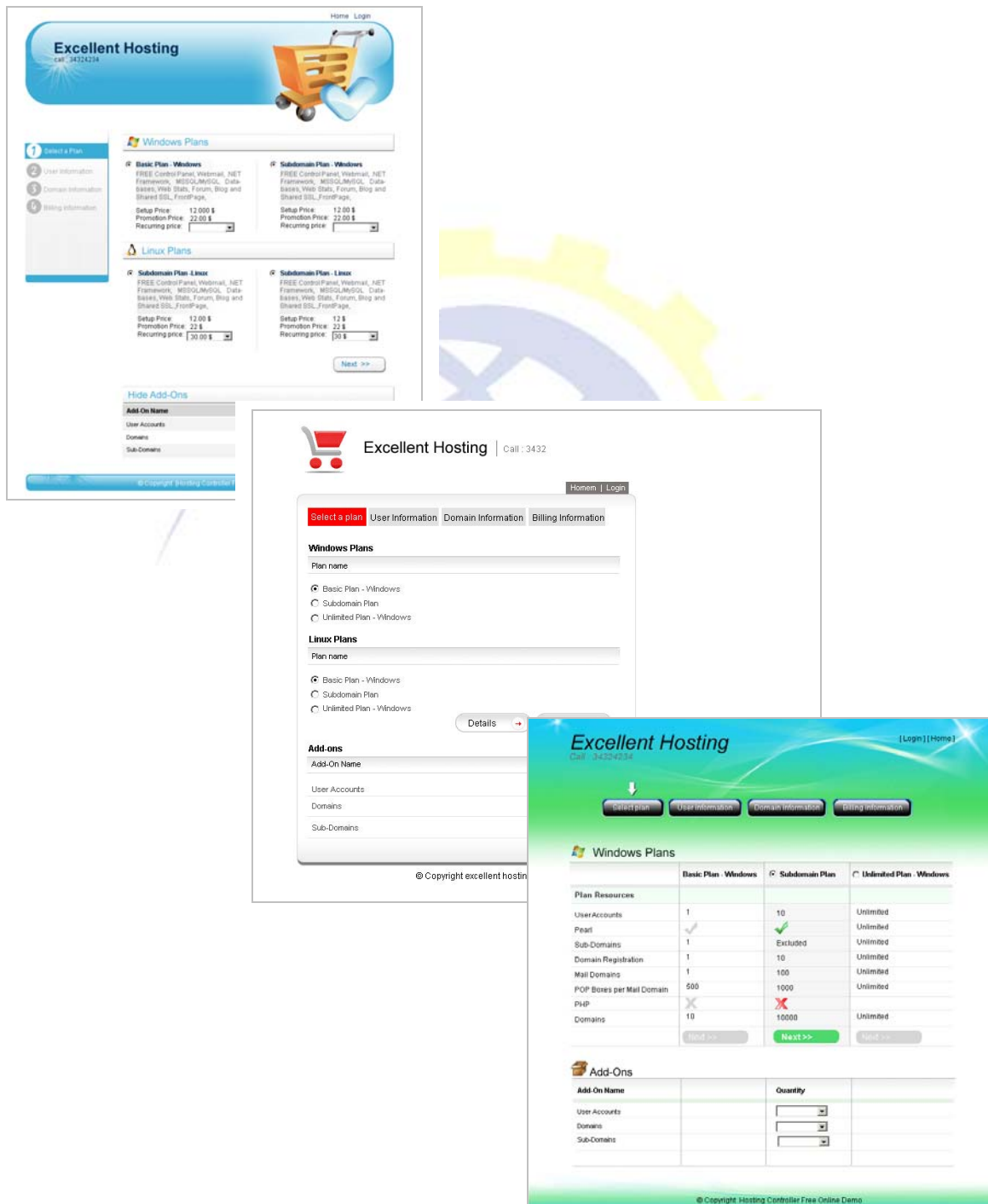
## BlackBerry (BES)

HC introduces BlackBerry (BES) support in **HC8**. Mobile emailing for service providers have never been as easy as it is now with BlackBerry (BES) support in **HC8**. This powerful integration allows you to meet new challenges of the new era. It breaks communication barriers and ensures excellent support for BlackBerry (BES) from its provisioning to management. This solution mainly empowers with the followings:

- Automatic Provisioning of BlackBerry on BES
- Automatic Email Sent to Users on BlackBerry Service Activation
- BlackBerry Activation Removal
- Resetting BlackBerry PIN
- BlackBerry Usage Statistics

## Customizable & Advanced Level Auto Signup

HC8 gives a new and comprehensible look to auto sign up. Now, you can customize your interface as required. You can place your own header & footer in the Auto Signup area. Also, you can select the skin that goes with your choice.



The image displays three different skins for the auto-signup interface:

- Top Left (Blue Skin):** Shows a navigation sidebar with steps: 1. Select a Plan, 2. User Information, 3. Domain Information, 4. Billing Information. It features 'Windows Plans' and 'Linux Plans' sections with radio buttons for 'Basic Plan' and 'Subdomain Plan'. Pricing is shown for each option.
- Top Right (Light Blue Skin):** Shows a similar layout with a 'Next >>' button at the bottom.
- Middle (White Skin):** Shows a more detailed plan selection screen with tabs for 'Select a plan', 'User Information', 'Domain Information', and 'Billing Information'. It includes a 'Details' button and a copyright notice for 'excellent hosting'.
- Bottom Right (Green Skin):** Shows a comparison table for 'Windows Plans' and an 'Add-ons' section.

	Basic Plan - Windows	Subdomain Plan	Unlimited Plan - Windows
<b>Plan Resources</b>			
User Accounts	1	10	Unlimited
Peap	✓	✓	Unlimited
Sub-Domains	1	Excluded	Unlimited
Domain Registration	1	10	Unlimited
Mail Domains	1	100	Unlimited
POP Boxes per Mail Domain	500	1000	Unlimited
PHP	✗	✗	Unlimited
Domains	10	10000	Unlimited

Add-On Name	Quantity
User Accounts	<input type="text" value="1"/>
Domains	<input type="text" value="1"/>
Sub-Domains	<input type="text" value="1"/>

## Windows SharePoint Services 3.0 (WSS)

**HC8** provides comprehensive support for the SharePoint provisioning. It not only allows you to increase the efficiency of your hosting business but also improves team productivity within your organization.

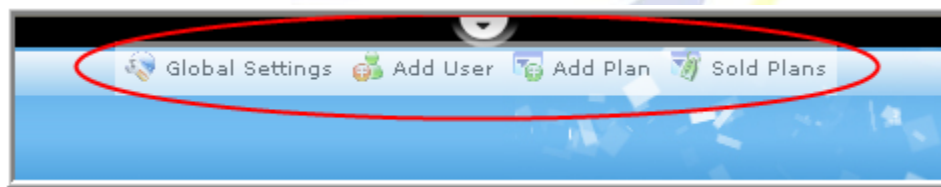
## Dynamics CRM 4.0

Microsoft Dynamics CRM delivers rich sales automation, service management and marketing automation functionality through your browser and within your everyday productivity applications.

Keeping in view the drastic need of absolute management and monitoring of customer relationships, **HC8** offers Dynamics CRM support. It is a complete and proficient customer relationship management tool that is fully integrated with the control panel. The solution assists you in keeping absolute track of your customers i.e. from first time contact to purchase and all in an organized manner. With the support of Dynamics CRM, it turns out to be the most flexible and cost effective solution for your hosting business.

## Customizable Hotlinks Added in the Panel

With so many long-awaited features, **HC8** provides another great option to make the interface more robust and versatile. It allows you to add your favorite links on the top so that you don't need to search for them repeatedly. It gives a tidier look to the control panel as well as saves your searching time.



## HC API

Hosting Controller 8 API has been created for developers to innovate, experiment and try things out. The spirit of the API is to foster innovation. It is intended for experimentation and innovation for the community of developers. It is a tool kit for developing remote applications for **HC8**. It includes documentation, programming interfaces and examples to help in expanding Hosting Controller functionality and integrate it in other web applications.

## HC Supported Products

**Operating Systems:** Windows 2008, Windows 2003 family OS, Windows 2000 family OS, Linux FC4, Red Hat Enterprise, Centos, Debain, OpenSUSE, Ubuntu.

**Web Servers:** IIS 7, IIS 6.x, IIS 5.x, IIS 4.x, Apache.

**FTP Servers:** MS FTP, [Serv-U](#), Gene 6 FTP, VS-FTPd (Linux), WU-FTPD (Linux).

**Mail Servers:** MS Exchange 2007, [IMail](#), [MailEnable](#), [SmarterMail](#), [MDaemon](#), [MailMax](#), IceWarp, SendMail (Linux), QMail (Linux), SquirrelMail (Linux).

**DNS Servers:** Microsoft DNS, [Bind DNS](#), and [Simple DNS Plus](#).

**Stats Servers:** [DeepMetrix](#), [Web Trends Enterprise Reporting Server](#), [Webtrends Enterprise Suite](#) and [WebAlizer Sats Server](#) (Shipped Free), and AWStats Server (Shipped Free), Smarter Stats.

**Domain Registrars:** GoDaddy, [eNom](#), OnlineNic.

**Payment Gateways:** [Authorize.Net](#), [PayPal](#), [LinkPoint](#), [2CheckOut](#), [WorldPay](#), ChronoPay, BluePay.

**Scripting:** PHP, Perl, .NetFramework, ColdFusion MX, RubyOnRails(Linux).

**Database Servers:** SQL 2008, MS-SQL Server 7, 2000 & 2005, [mySQL Server](#)

**Click & Install Apps:** Blogs, Forums, Ecommerce Solutions, Web Data Manager, Website Builder, Polls Manager, Ad Manager, E-Web Cards Manager, Photo Gallery, Customer Support Solutions, Content Management System, Online Calendar.

**Application Servers:** [ColdFusion MX](#)

**Others:** COM Object Registration Support.

## Future Enhancement Plans

- OCS support
- Hyper-V support
- Active Sync and MOSS support
- Smart backup and recovery utility (Enhanced version of rebuildXpress)
- Integration of WHMCS and dedicated SSL

## Development Road Map for 2009

Following are our key objectives for 2009:

### HMC4

- Release fully managed messaging solution HMC4 with its reference implementation in HC.
- To make it Control panel independent product and launch is as a separate product.
- An API to integrate it with any other control panel.

### SaaS (Software as a Service)

- The concept of SaaS (Software as a Service) is becoming of paramount importance in materializing this concept, we intend to tap on the emerging SaaS (Software as a Service) market and create a value exchange center revolving around Hosting Controller.
- Position Hosting Controller at the crux of the value chain that is coming from value providers on different hosted products to the value consumers and mediates the value exchange and act as a central global payment clearing house for value exchange.
- Position HC as a provisioning engine and a payment processing engine for different types of hosted applications. Examples include:
  - Hosted PABX
  - IP TV networks
  - Network Gaming Servers
  - Video Conferencing Servers
  - Content Repository Servers
  - Unified Communications Servers
  - Social Network Application servers
  - Payment clearing house.
  - Other hosted software like CRM, ERP,
  - Others

## Contact Us

In case of any ambiguity/query regarding HC or its features, please feel free to contact us at [support@hostingcontroller.com](mailto:support@hostingcontroller.com)