

# Parallels Business Automation Standard Plug-in

Automating SSL Provisioning in PBA Standard

## TECHNICAL RESOURCES

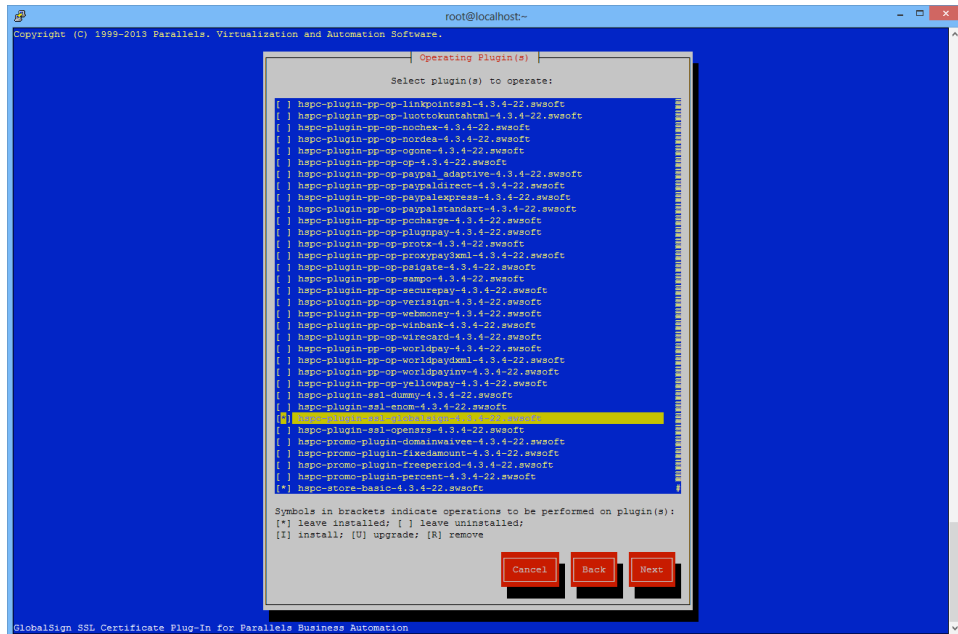


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## INSTALLING THE PLUG-IN

1. Log in to your PBA-S server using SSH and your 'root' user.
2. Run PBA-S installer `./install.sh` and select the GlobalSign plug-in in the list of available plugins.



Alternatively, you can install rpm from the distribution and run the upgrade manager:

```
rpm -Uhv pbas-4.3.4-22/packages/hspc-plugin-ssl-globalsign-4.3.4-22.swsoft.i386.rpm
```

```
hspc-upgrade-manager --finish
```

## UNINSTALLING THE PBA-S PLUG-IN

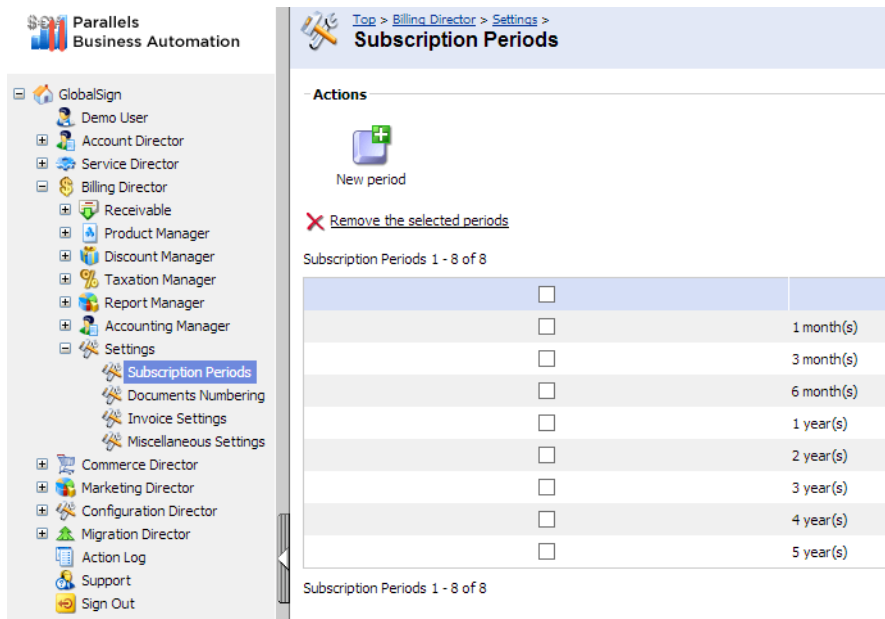
To remove the plug-in from your server, execute the following command via the SSH console of your server:

```
rpm -e hspc-plugin-ssl-globalsign-4.3.2-08.swsoft.i386
```

## CONFIGURATING THE PLUG-IN

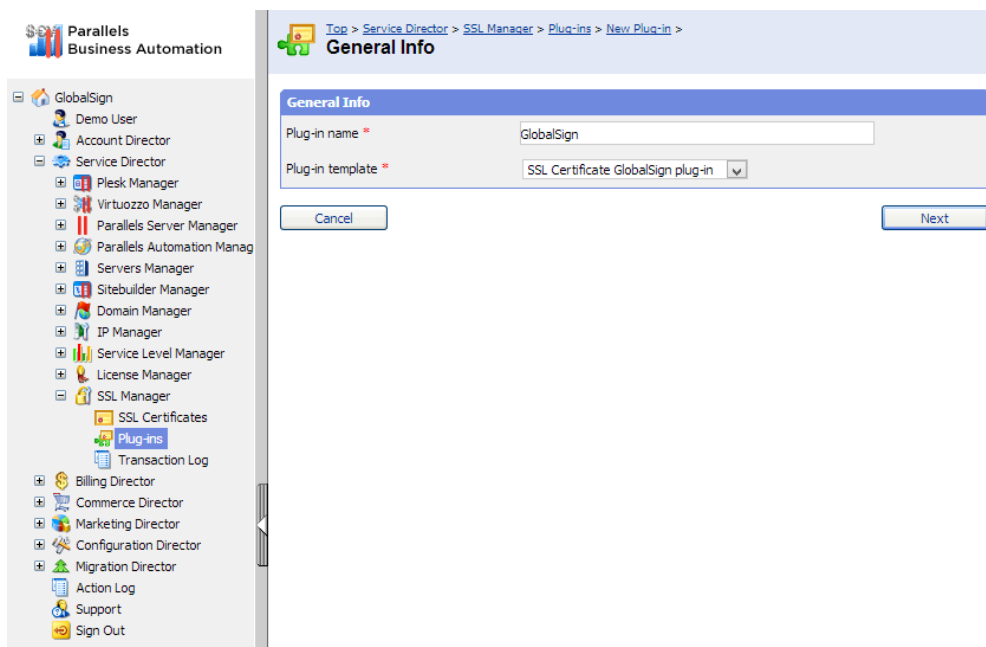
Use your browser to login as 'root' into your PBA-S control panel and follow these steps:

1. Navigate to **'Billing Director' > 'Settings' > 'Subscription Periods'**.
2. Click **'New Period'** to add a subscription period for 1, 2, 3, 4 and 5 years.



Next, you will need to add the plug-in to the SSL manager:

1. Go to 'Service Director' > 'SSL Manager' > 'Plug-ins'.
2. Click on 'New Plug-in' to add the GlobalSign plug-in.
3. In 'Plug-in Name' field type something like 'GlobalSign'.
4. Select the 'SSL Certificate GlobalSign plug-in'.
5. Click 'Next'



In the following screen, you will need to provide your GlobalSign API account information. Please make sure you have whitelisted the IP number of this server in your GlobalSign account before you start using the plug-in.

If you would like to test the plug-in before taking it into production you can select 'Testing' in the 'Environment' setting.

Top > Service Director > SSL Manager > Plug-ins > New Plug-in >

### Plug-in configuration

**Plug-in configuration**

Process auto renewal before SSL certificate expiry date (days) \* 30

Delay checking of SSL Certificate status (days, 0 = immediately) \* 0

Duration of checking SSL certificate availability (days) \* 30

**Plug-in setting**

Environment \* Production

Username \* PAR12345\_demo

Password \* \*\*\*\*\*

Cancel Back Finish

Before you can use the plug-in you need to create an SSL Certificate Hosting Plan. In Parallels Business Automation, SSL Certificates are created as a 'Hosting Plan' instead of a product.

1. Go to 'Billing Director' > 'Product Manager' > 'Hosting Plans'.
2. Click on 'New Hosting Plan' to add a GlobalSign SSL Certificate.
3. When requested to select a 'Plan Type' select 'SSL Certificate'.

Top > Billing Director > Product Manager >

### Hosting Plans

Hosting Plans Hosting Plan Categories Hosting Plan Groups Hosting Plan Types Hosting Plan Resources

**Actions**

New Hosting Plan

**Hosting Plans**

ID	Title	Active	Sell	Type	Category	Trial	Subscriptions
1	Dedicated Server	✓	✓	Dedicated Server		×	0
2	Domain Registration	✓	✓	Domain Registration		×	0
20	GlobalSign DomainSSL	✓	✓	SSL Certificate		×	20
17	GlobalSign DomainSSL Wildcard (*.*.domain.com)	✓	✓	SSL Certificate		×	2
14	GlobalSign ExtendedSSL	✓	✓	SSL Certificate		×	5
13	GlobalSign OrganizationSSL	✓	✓	SSL Certificate		×	4
16	GlobalSign OrganizationSSL Wildcard (*.*.*.domain.com)	✓	✓	SSL Certificate		×	0
2	Miscellaneous	✓	✓	Miscellaneous		×	0
4	One-time Fee Item	✓	✓	One-time Fee Item		×	0
5	Plesk Client	✓	✓	Plesk Client		×	0
6	Plesk Dedicated Node	✓	✓	Plesk Dedicated Node		×	0
7	Plesk Domain	✓	✓	Plesk Domain		×	0
8	Virtual Machine	✓	✓	Virtual Machine		×	0
9	Virtuozzo Dedicated Node	✓	✓	Virtuozzo Dedicated Node		×	0

Hosting Plans 1 - 14 of 14

Parallels Business Automation

GlobalSign

- Demo User
- Account Director
- Service Director
- Billing Director
  - Receivable
- Product Manager
  - Hosting Plans**
  - Custom Attributes
- Discount Manager
- Taxation Manager
- Report Manager
- Accounting Manager
- Settings
- Commerce Director
- Marketing Director
- Configuration Director
- Migration Director
- Action Log
- Support
- Sign Out

Top > Billing Director > Product Manager > Hosting Plans >

## New Hosting Plan

### Select a Plan Type

**Hosting Plans purchased by resellers and customers**

- ☐ Dedicated Server
- ☐ Domain Registration
- ☐ Miscellaneous
- ☐ One-time Fee Item
- ☐ POA

You should have at least one PA service template to create your own hosting plan.

- ☐ Plesk Client
- ☐ Plesk Domain
- ☒ SSL Certificate
- ☐ Virtual Machine
- ☐ Virtuozzo Container

No OS templates available.

**Hosting Plans purchased by resellers**

- ☐ Plesk Dedicated Node
- ☒ Plesk Virtual Node

Application(s) 'Plesk Server Administrator' should be installed to enable 'Plesk Virtual Node' hosting plans.

- You can give your SSL Certificate a name, for example 'GlobalSign ExtendedSSL' for a GlobalSign Extended Validation SSL Certificate. By providing a short and long description (which you can copy from the product pages on the GlobalSign website), you can give some useful details about the product to your customers.

Don't forget to select '**Active**' to activate the product before you click '**Next**'.

**Parallels Business Automation**

GlobalSign  
 Demo User  
 Account Director  
 Service Director  
 Billing Director  
 Receivable  
 Product Manager  
**Hosting Plans**  
 Custom Attributes  
 Discount Manager  
 Taxation Manager  
 Report Manager  
 Accounting Manager  
 Settings  
 Commerce Director  
 Marketing Director  
 Configuration Director  
 Migration Director  
 Action Log  
 Support  
 Sign Out

[Top](#) > [Billing Director](#) > [Product Manager](#) > [Hosting Plans](#) >  
**New Hosting Plan**

**General settings**

Title \* GlobalSign ExtendedSSL  
 English

Hosting plan type SSL Certificate

Hosting plan category -- Select --

☒ Active

☒ Sell this hosting plan in my store

☒ Resellers can create a copy of the current hosting plan

☒ All resellers  
☐ Selected reseller only

☐ Sell this hosting plan to resellers only

☒ Allow upgrade to this plan from Control Panels

**Renewal order generation**

☐ Do not generate renewal orders automatically

☒ Generate renewal orders and try to pay them automatically

☐ Generate renewal orders automatically but pay them manually

**Descriptions**

Short description

Activate the browser's green address bar for the highest trust and conversions.

English

Long description

Extended Validation SSL provides a higher level of trust and assurance than standard SSL Certificates, helping you prove you're not one of the increasing number of fraudulent or copycat websites targeting online shoppers. GlobalSign's Extended Validation SSL Certificate is called ExtendedSSL, and ExtendedSSL customers are authenticated to the highest industry standards. When visitor's visits a website protected by ExtendedSSL, the address bar turns green and your organisation name is displayed in the browser interface. Higher trust means more confidence in your website, and more confidence means more converting visitor's to sales!

English

5. In the list of available products, select the one for which you created a hosting plan in the previous step.

**Parallels Business Automation**

GlobalSign  
 Demo User  
 Account Director  
 Service Director  
 Billing Director  
 Receivable  
 Product Manager  
**Hosting Plans**  
 Custom Attributes

[Top](#) > [Billing Director](#) > [Product Manager](#) > [Hosting Plans](#) >  
**New Hosting Plan**

**Select SSL Product**

SSL Product ExtendedSSL

ExtendedSSL  
 -- Select --  
 AlphaSSL  
 AlphaSSL Wildcard  
 DomainSSL  
 DomainSSL Wildcard  
**ExtendedSSL**  
 OrganizationSSL  
 OrganizationSSL Wildcard

6. Select the plug-in to be used to order this SSL Certificate. You could have multiple plug-in definitions for GlobalSign. They could be using different account information or production versus test systems.

Parallels Business Automation

GlobalSign  
Demo User  
Account Director  
Service Director  
Billing Director  
Receivable  
Product Manager  
Hosting Plans  
Custom Attributes

Top > Billing Director > Product Manager > Hosting Plans >  
**New Hosting Plan**

**Select SSL Plugin**

SSL Product: ExtendedSSL  
SSL Plugin: GlobalSign

Cancel Back Next

7. Select whether you want to enable CSR generation by PBA-S or if you require all users to upload their own CSR.

Parallels Business Automation

GlobalSign  
Demo User  
Account Director  
Service Director  
Billing Director  
Receivable  
Product Manager  
Hosting Plans  
Custom Attributes

Top > Billing Director > Product Manager > Hosting Plans >  
**New Hosting Plan**

**Private key and CSR generation**

May PBA-S generate private key and CSR?

Yes, but Customer can upload own CSR ☒  
No, Customer must upload own CSR ☐

Cancel Back Next

8. Set your product pricing and enable the new plan in your store as well as the reseller store.

Parallels Business Automation

GlobalSign  
Demo User  
Account Director  
Service Director  
Billing Director  
Receivable  
Product Manager  
Hosting Plans  
Custom Attributes  
Discount Manager  
Taxation Manager  
Report Manager  
Accounting Manager  
Settings  
Commerce Director

Top > Billing Director > Product Manager > Hosting Plans >  
**New Hosting Plan**

**Billing Rates**

Period	Setup fee	Recurring fee	Hosting provider sells this period in the store	Reseller(s) offer(s) this period for sale
1 year(s)	€ 0.00	€ 679.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2 year(s)	€ 0.00	€ 679.00	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

**When upgrading to this plan**

☒ Do not charge the setup fee for the new plan  
☐ Charge the difference between the setup fees for the new plan and the previous one  
☐ Charge a full setup fee for this plan

Cancel Back Next



9. You may choose to add a questionnaire.

Parallels Business Automation

GlobalSign  
Demo User  
Account Director  
Service Director  
Billing Director  
Receivable  
Product Manager  
Hosting Plans  
Custom Attributes

Top > Billing Director > Product Manager > Hosting Plans >  
**New Hosting Plan**

**Questionnaire**

Create  questions

10. Verify if your product specifications are as expected and that your product is checked as “Active”.

Parallels Business Automation

GlobalSign  
Demo User  
Account Director  
Service Director  
Billing Director  
Receivable  
Product Manager  
Hosting Plans  
Custom Attributes  
Discount Manager  
Taxation Manager  
Report Manager  
Accounting Manager  
Settings  
Commerce Director  
Marketing Director  
Configuration Director  
Migration Director  
Action Log  
Support  
Sign Out

Top > Billing Director > Product Manager > Hosting Plans >  
**New Hosting Plan**


Title	GlobalSign ExtendedSSL
Series Key	
Hosting plan type	SSL Certificate
Active	✓
Sell this hosting plan in my store	✓
Resellers can create a copy of the current hosting plan	All
Sell this hosting plan to resellers only	X
Allow upgrade to this plan from Control Panels	✓
Renewal order generation	Generate renewal orders and try to pay them automatically
Short description	Activate the browser's green address bar for the highest trust and conversions.
Long description	Extended Validation SSL provides a higher level of trust and assurance than standard SSL Certificates, helping you prove you're not one of the increasing number of fraudulent or copycat websites targeting online shoppers, GlobalSign's Extended Validation SSL Certificate is called ExtendedSSL, and ExtendedSSL customers are authenticated to the highest industry standards. When visitor's visits a website protected by ExtendedSSL, the address bar turns green and your organisation name is displayed in the browser interface. Higher trust means more confidence in your website, and more confidence means more converting visitor's to sales!

Please repeat these steps for all the products that you wish to offer in your store.

# ORDERING AN SSL CERTIFICATE

To order an SSL Certificate, go to your Parallels Business Automation store and click 'SSL Certificate'.

Select the product you wish to order.




[Home](#) | [Become a partner](#) | [Contacts](#) | [About Us](#) | [» Go to Control Panel](#)

You are logged in as **GMO GlobalSign Ltd** » [Log off](#)

### New Order

Steps: **1 Package** 2 Domains 3 Configuration 4 Checkout 5 Payment 6 Confirmation

 Your Shopping Cart

Package: [\(select\)](#)  
Not Selected

Domains: [\(add\)](#)  
Not Added


Total: €0.00

[Checkout](#) [Cancel](#)

Hosting Plan	Subscription Period	Setup fee	Subscription fee	Total
<b>SSL Certificate</b>				
GlobalSign DomainSSL DomainSSL certificates protect sensitive data with fast and affordable encryption for your website.	12 months	€0.00	€0.00 / 12 months	€0.00 <a href="#">Order</a>
	24 months	€0.00	€0.00 / 24 months	€0.00 <a href="#">Order</a>
	36 months	€0.00	€0.00 / 36 months	€0.00 <a href="#">Order</a>
	48 months	€0.00	€0.00 / 48 months	€0.00 <a href="#">Order</a>
	60 months	€0.00	€0.00 / 60 months	€0.00 <a href="#">Order</a>
GlobalSign DomainSSL Wildcard (*.domain.com) Secure single or multiple websites with a DomainSSL Wildcard certificates that protect sensitive data with fast and affordable encryption for your website.	12 months	€0.00	€0.00 / 12 months	€0.00 <a href="#">Order</a>
	24 months	€0.00	€0.00 / 24 months	€0.00 <a href="#">Order</a>
	36 months	€0.00	€0.00 / 36 months	€0.00 <a href="#">Order</a>
	48 months	€0.00	€0.00 / 48 months	€0.00 <a href="#">Order</a>
	60 months	€0.00	€0.00 / 60 months	€0.00 <a href="#">Order</a>
GlobalSign OrganizationSSL High assurance SSL shows website visitors your authenticated identity.	12 months	€0.00	€0.00 / 12 months	€0.00 <a href="#">Order</a>
	24 months	€0.00	€0.00 / 24 months	€0.00 <a href="#">Order</a>
	36 months	€0.00	€0.00 / 36 months	€0.00 <a href="#">Order</a>
	48 months	€0.00	€0.00 / 48 months	€0.00 <a href="#">Order</a>
	60 months	€0.00	€0.00 / 60 months	€0.00 <a href="#">Order</a>
GlobalSign OrganizationSSL Wildcard (*.domain.com) Secure single or multiple websites with a High assurance OrganizationSSL Wildcard Certificate that shows website visitors your authenticated identity.	12 months	€0.00	€0.00 / 12 months	€0.00 <a href="#">Order</a>
	24 months	€0.00	€0.00 / 24 months	€0.00 <a href="#">Order</a>
	36 months	€0.00	€0.00 / 36 months	€0.00 <a href="#">Order</a>
	48 months	€0.00	€0.00 / 48 months	€0.00 <a href="#">Order</a>
	60 months	€0.00	€0.00 / 60 months	€0.00 <a href="#">Order</a>
GlobalSign ExtendedSSL Activate the browser's green address bar for the highest trust and conversions.	12 months	€0.00	€0.00 / 12 months	€0.00 <a href="#">Order</a>
	24 months	€0.00	€0.00 / 24 months	€0.00 <a href="#">Order</a>

[Cancel](#)

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Powered by 

You can let the server create your Certificate Signing Request (CSR) or upload your own. For an OrganizationSSL Certificate, you will need to provide additional organization details, which will be validated and included in the certificate. This information is not requested for Domain Validated SSL Certificates.

## New Order

Steps: ① Package ② Domains ③ **Configuration** ④ Checkout ⑤ Payment ⑥ Confirmation

### ★ Your Shopping Cart

**Package:** [\(change\)](#)  
GlobalSign  
OrganizationSSL €0.00

**Total:** €0.00

[Checkout](#) [Cancel](#)

### GlobalSign OrganizationSSL configuration

☒ Fill out the required information manually

☐ Upload Certificate Request (CSR)

Common Name (domain name) \*

Email address \*

Organization name

Organizational unit name

Locality (City) Maidstone

Country \* United Kingdom

State (US or Canada) \* -- select state --

State (other countries) \* Kent

Bits \* 2048

Approver Email Address \*

Server Software Type \* -- Select --

#### Primary contact

☒ Use account data

#### Data of the organization that will use this certificate

Organization \*

Address line 1 \* Springfield House

Address line 2 Sandling Road

Address line 3

Locality (city) \* Maidstone

State or Province \* Kent

Postal Code \* ME14 2LP

Country \* GB

Phone \* +44 (1622) 766766

Fax +44 (1622) 662255

Incorporating Agency Registration Number

DUNS Number

[Back](#)

[Continue to Next Step](#)

The 'Email address' and 'Server Software Type' are not used by GlobalSign but are mandatory in a PBA-S environment. You can remove these questions by making a copy of the file


'/var/opt/hspc-root/template/HSPC/SSL/base\_ssl\_csr.tmpl'

to

'/var/opt/hspc-root/custom/template/HSPC/SSL/base\_ssl\_csr.tmpl'

and removing the options. These options should be configurable in upcoming versions of PBA-S.

Review your order and continue to the payment.



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You are logged in as **GMO GlobalSign Ltd** » [Log off](#)

## New Order


**Steps:** ① Package ② Domains ③ Configuration ④ **Checkout** ⑤ Payment ⑥ Confirmation

Your order has been prepared. Please review the order details and click Place Order to proceed to the payment page.


Your Order Details	Quantity	Unit	Unit Price	Period	Total
GlobalSign OrganizationSSL hosting plan setup fee			€0.00		€0.00
GlobalSign OrganizationSSL hosting plan subscription fee			€0.00	12 months	€0.00
<b>Total</b>					<b>€0.00</b>

[Back](#)[Place Order](#)

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Your order has now successfully been placed.



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You are logged in as **GMO GlobalSign Ltd** » [Log off](#)

## Confirmation

**Steps:** ① Package ② Domains ③ Configuration ④ Checkout ⑤ Payment ⑥ **Confirmation**

Thank you, Paul van Brouwershaven, for choosing GlobalSign. Your order has been accepted and scheduled for processing.

**Hosting Plan**GlobalSign OrganizationSSL  
[View the order details below](#)

**To manage your subscription:**

1. Go to [pbas.snidcloudsl.com/cp](#)
2. When prompted, please enter the paul@vanbrouwershaven.com login and the password you specified during the registration process

[Manage Your Subscription](#)

⚠ We suggest that you print this page for future references.

**Your Order Details**

<b>Your Document Number</b>	<b>1037</b>
Date	2013-07-03 14:05:43
Payment Type	Offline Payment

Item	Quantity	Unit	Unit Price	Period	Total
GlobalSign OrganizationSSL hosting plan setup fee			€0.00		€0.00
GlobalSign OrganizationSSL hosting plan subscription fee			€0.00	12 months	€0.00
<b>Total</b>					<b>€0.00</b>


**Billing Information**

**GMO GlobalSign Ltd**  
Springfield House  
Maidstone, Kent ME14 2LP  
United Kingdom  
Phone: +44 (1622) 766766

**Vendor Information**

**GlobalSign**  
Springfield House  
Maidstone, Kent ME14 2LP  
United Kingdom  
Phone: +44 (1622) 766766

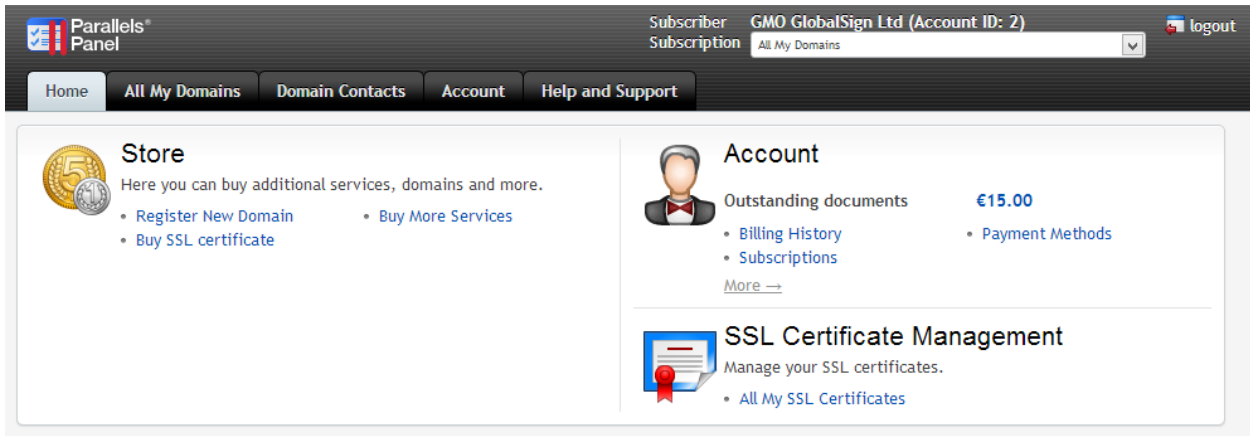
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# REVIEWING YOUR SSL CERTIFICATE HISTORY

## AS A CUSTOMER

Click on 'All my SSL Certificates' under 'SSL Certificate Management'.



Parallels® Panel

Subscriber Subscription: GMO GlobalSign Ltd (Account ID: 2)

logout

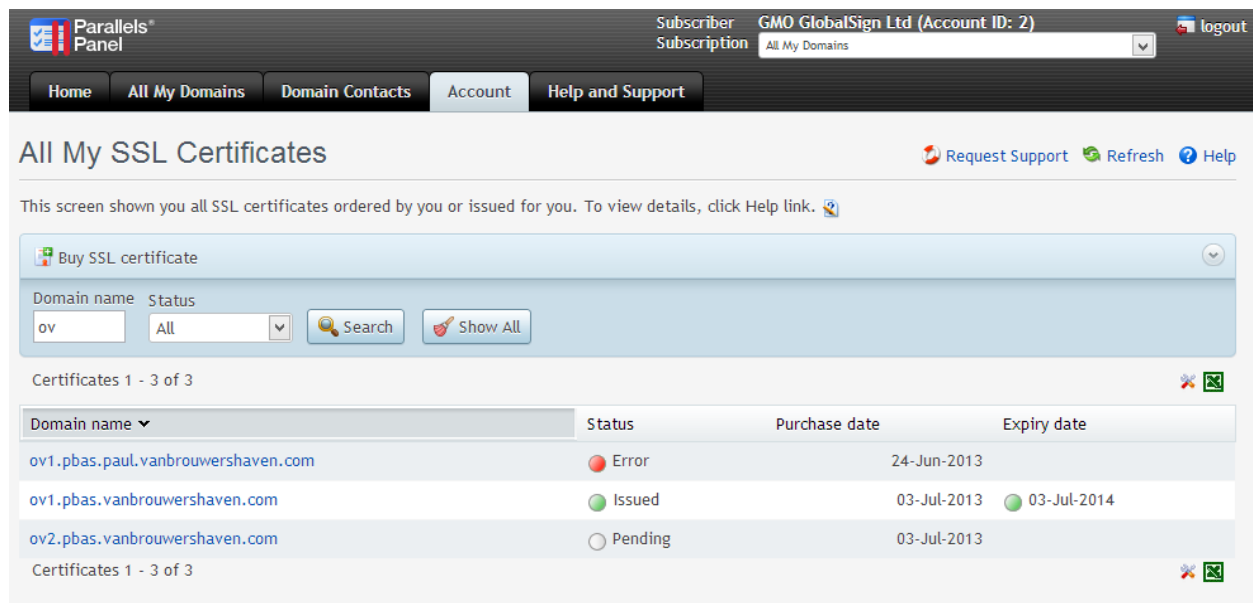
Home All My Domains Domain Contacts Account Help and Support

**Store**  
Here you can buy additional services, domains and more.  
• Register New Domain • Buy More Services  
• Buy SSL certificate

**Account**  
Outstanding documents: €15.00  
• Billing History • Payment Methods  
• Subscriptions  
More →

**SSL Certificate Management**  
Manage your SSL certificates.  
• All My SSL Certificates

Search for your SSL Certificate by entering the Common Name (CN) of the certificate in the 'Domain name' field or select the expected status (for example 'Pending') of your certificate.



Parallels® Panel

Subscriber Subscription: GMO GlobalSign Ltd (Account ID: 2)

logout

Home All My Domains Domain Contacts Account Help and Support

### All My SSL Certificates

Request Support Refresh Help

This screen shown you all SSL certificates ordered by you or issued for you. To view details, click Help link.

Buy SSL certificate

Domain name Status

ov All Search Show All

Certificates 1 - 3 of 3

Domain name	Status	Purchase date	Expiry date
ov1.pbas.paul.vanbrouwershaven.com	Error	24-Jun-2013	
ov1.pbas.vanbrouwershaven.com	Issued	03-Jul-2013	03-Jul-2014
ov2.pbas.vanbrouwershaven.com	Pending	03-Jul-2013	

Certificates 1 - 3 of 3

Click on the Common Name (listed as '**Domain name**' in this overview) to view your SSL Certificate details.

The screenshot displays the Parallels Panel interface for a user named 'Subscriber' under 'GMO GlobalSign Ltd (Account ID: 2)'. The navigation bar includes 'Home', 'All My Domains', 'Domain Contacts', 'Account', and 'Help and Support'. The main content area shows the domain 'ov2.pbas.vanbrouwershaven.com' with tabs for 'General Information' and 'Contacts'. A message states: 'This screen shows you the SSL certificate general settings. To change the settings, click the Edit button. For more details, click Help link.' Below this, the 'SSL Certificate Properties' section lists details such as Domain name, Status (Pending), SSL Product (OrganizationSSL), and Subscription (37). The 'SSL Certificate Dates' section shows a purchase date of 03-Jul-2013. The 'SSL Certificate Signing Request' section displays the Common Name, Email Address, Organization Name, Locality, Country, Bits, and the Private Key.

Parallels® Panel

Subscriber Subscription GMO GlobalSign Ltd (Account ID: 2) All My Domains

Home All My Domains Domain Contacts Account Help and Support

All My SSL Certificates > ov2.pbas.vanbrouwershaven.com

Request Support Refresh Help Up Level

General Information Contacts

This screen shows you the SSL certificate general settings. To change the settings, click the Edit button. For more details, click Help link.

**SSL Certificate Properties**

Domain name	ov2.pbas.vanbrouwershaven.com
Status	<input type="radio"/> Pending
SSL Product	OrganizationSSL
SSL Plugin	GlobalSign
Approver Email Address	webmaster@vanbrouwershaven.com
Server Software Type	Other
Subscription	37 (ov2.pbas.vanbrouwershaven.com)
Subscription period	12 Months

**SSL Certificate Dates**

Purchase date	03-Jul-2013
Expiry date	

**SSL Certificate Signing Request**

Common Name (domain name)	ov2.pbas.vanbrouwershaven.com
Email Address	paul.vanbrouwershaven@globalsign.com
Organization Name	GMO GlobalSign Ltd
Locality (City)	Maidstone
Country	United Kingdom
Bits	2048
Private Key	-----BEGIN RSA PRIVATE KEY----- MIIEowIBAAKCAQEAsISuAMiD5j+gNLgBKS+Hlp8Bt1+slh4a41kB/pyC4twYF7H7 uRvr3d+lbfc93u0DVf4Un1/0gxvL3JNE74x7d857zU3YpLQ7nTF/K1zE0On8KaD 39Jz3h1zN4ca4pg+ZOj3IA8nFP9RsZ18mIkEfQaUFQUXzGS8GnUh4UQd6TfReN3p a3ZA3i6mWN/9r9cENUCNaBxkYZLlnHqMuAOY95emleBS3OFn9/vyyz/lnU3U3bbz rNW2Dv5UQjtuGTFBUf1xED8mGcGNFYQHAivYwm003da3H+baZniOhwyu0wQ8XcVx 6SBWyp/cZQS TmBV6z0rSsVp+/wWhi0XuJm4NQQIDAQABoIBAAofMzMd7GJRI7Au

## AS AN ADMINISTRATOR

You can search for all SSL Certificates and applications in 'Service Director' > 'SSL Certificates'.

The screenshot shows the Parallels Business Automation interface. The left sidebar contains a navigation menu with options like GlobalSign, Demo User, Account Director, Service Director, and SSL Certificates. The main content area shows a table of SSL Certificates with columns for ID, Domain name, Account, Status, Purchase date, and Expiry date. The table lists three certificates for the domain dv8.pbas.vanbrouwershaven.com, all with a status of Pending and a purchase date of 03-Jul-2013.

You can cancel the order by clicking on 'Cancel Order' in the bottom right corner, clicking on 'Cancel' on the left will bring you back to the search results.

If you have any questions regarding this order you will be asked for the 'GlobalSign Order ID' that can be found under the 'Extended Attributes'.

The screenshot shows the 'Extended Attributes' section for an SSL Certificate. The section displays the GlobalSign Order ID (CEOV1307034996) and the data of the organization that will use this certificate, including Organization (GMO GlobalSign Ltd), Address line 1 (Springfield House), Address line 2 (Sandling Road), Address line 3, Locality (city) (Maidstone), State or Province (Kent), Postal Code (ME14 2LP), Country (GB), Phone (+44 (1622) 766766), Fax (+44 (1622) 662255), Incorporating Agency Registration Number, and DUNS Number.

You can find the contacts associated with this order under '**Contacts**'. Editing these contacts will not impact the order until cancelled and reordered.

The screenshot displays the Parallels Business Automation web interface. On the left is a navigation menu with the following items: GlobalSign, Demo User, Account Director, Service Director, Plesk Manager, Virtuzzo Manager, Parallels Server Manager, Parallels Automation Manag, Servers Manager, Sitebuilder Manager, and Domain Manager. The main content area shows a breadcrumb trail: [Top](#) > [Service Director](#) > [SSL Manager](#) > [SSL Certificates](#) > **ov2.pbas.vanbrouwershaven.com**. Below the breadcrumb are two tabs: 'General' and 'Contacts', with 'Contacts' being the active tab. The 'Primary contact' section is highlighted with a blue header and contains the text: **A Primary contact is natural person who is the first contact for this order.** Below this is a table with contact details:

Name	Paul van Brouwershaven
E-mail	<a href="mailto:paul.vanbrouwershaven@globalsign.com">paul.vanbrouwershaven@globalsign.com</a>
Phone	+44 (1622) 766766

An 'Edit' button is located at the bottom right of the contact information table.



## GETTING HELP

Every GlobalSign customer has a dedicated Account Manager who is on hand to help with any questions you may have regarding the Parallels plug-in. You can also browse the GlobalSign support pages and user guides for specific guidance.

## SUBMIT A SUPPORT TICKET

If you cannot find the answer to your question in our Knowledge Base, please submit your question via our Support Ticket Request Form: <https://www.globalsign.com/help/>. GlobalSign also provides technical support through our Client Service departments around the world.

## ABOUT GLOBALSIGN

GlobalSign was one of the first Certification Authorities and has been providing digital credentialing services since 1996. It operates multilingual sales and technical support offices in London, Brussels, Boston, Tokyo and Shanghai.

GlobalSign has a rich history of investors, including ING Bank and Vodafone. Now part of a GMO Internet Inc. group company - a public company quoted on the prestigious Tokyo Stock Exchange (TSE: 9449) whose shareholders include Yahoo! Japan, Morgan Stanley and Credit Suisse First Boston.

As a leader in public trust services, GlobalSign Certificates are trusted by all popular Browsers, Operating Systems, Devices & Applications and include SSL, Code Signing, Document Signing, Email & Authentication, Enterprise Digital Solutions, Internal PKI and Microsoft Certificate Service Root Signing. Its trusted Root Certificates are recognized by all operating systems, all major web browsers, web servers, email clients and Internet applications; as well as all mobile devices.

### Accredited to the highest standards

As a WebTrust accredited public Certificate Authority, our core solutions allow our thousands of enterprise customers to conduct secure online transactions and data submission and provide tamper-proof distributable code as well as being able to bind identities to Digital Certificates for S/MIME email encryption and remote two factor authentication, such as SSL VPNs.

<b>GlobalSign Americas</b> Tel: 1-877-775-4562 <a href="http://www.globalsign.com">www.globalsign.com</a> <a href="mailto:sales-us@globalsign.com">sales-us@globalsign.com</a>	<b>GlobalSign EU</b> Tel: +32 16 891900 <a href="http://www.globalsign.eu">www.globalsign.eu</a> <a href="mailto:sales@globalsign.com">sales@globalsign.com</a>	<b>GlobalSign UK</b> Tel: +44 1622 766766 <a href="http://www.globalsign.co.uk">www.globalsign.co.uk</a> <a href="mailto:sales@globalsign.com">sales@globalsign.com</a>
<b>GlobalSign FR</b> Tel: +33 1 82 88 01 24 <a href="http://www.globalsign.fr">www.globalsign.fr</a> <a href="mailto:ventes@globalsign.com">ventes@globalsign.com</a>	<b>GlobalSign DE</b> Tel: +49 30 8878 9310 <a href="http://www.globalsign.de">www.globalsign.de</a> <a href="mailto:verkauf@globalsign.com">verkauf@globalsign.com</a>	<b>GlobalSign NL</b> Tel: +31 20 8908021 <a href="http://www.globalsign.nl">www.globalsign.nl</a> <a href="mailto:verkoop@globalsign.com">verkoop@globalsign.com</a>