



HSPCOMPLETE 3.3

WHAT'S NEW



HSPcomplete 3.3 is the next major release of the most complete out-of-the-box hosting automation software. This release includes many new features, improvements and fixes. HSPcomplete 3.3 incorporates feedback received from our customers and the software's new capabilities underscore the commitment to excellence SWsoft has made to both hosting providers and end users.

1.1 TOP TEN FEATURES

1. **Public XML API** – XML API has been developed to become the primary point of integration with external shopping carts, billing and accounting systems, and other 3rd-party components. The complete reference is supplied along with a description of each API method and an example of its usage.
2. **HSPcomplete SDK** – a complete Software Developer Kit has been shipped in this new release containing samples of API usage, examples of different Plug-ins (such as Domain Registrar plug-in, Online Payment plug-in, Bank Transfer plug-in, Anti-Fraud plug-in, etc), migration toolkit to simplify process of migration from legacy systems, and more.
3. **PHP-based Online Store** – providers are now given a powerful shopping cart-like online store written in PHP and bound to HSPcomplete Public API for posting all the information into HSPcomplete. This online store can be easily re-branded, customized, or extended to fit any type of provider requirements. The online store can be run on a separate server or have multiple copies of customized online stores plugged into the same HSPcomplete system.
4. **Improved Virtuozzo Integration** – the latest features of Virtuozzo are now supported in HSPcomplete including EZ templates management, simplified SLM, Zero-Downtime Migration (ZDTM), as well as centralized distribution of Virtuozzo for Windows OS and application templates.
5. **Improved Plesk Integration** – HSPcomplete is now integrated with Plesk 8.0 for Linux/Unix with support for its latest features including the Plesk Desktop. Additionally, it is now possible to include applications from the Plesk Application Vault as add-ons to Plesk Client and Plesk Domain hosting plans.
6. **SiteBuilder 3.2 for Windows** – HSPcomplete now integrated with latest version of SiteBuilder for Windows which provides many new advanced capabilities while maintaining its ease of use for end users. Providers may elect to charge for SiteBuilder 3.2.1 for Windows or bundle it as a free addition to their hosting packages.
7. **Centralized Mail via Plesk Expand** – it's possible now to use Plesk Expand 2.1 CMail feature for configuring centralized mail server to be used within domains provisioned by HSPcomplete on multiple Plesk for Unix 8.1 and Plesk for Windows 8.1 servers.
8. **Integration with Cerberus and Kayako** – HSPcomplete now provides an API for integrating third-party helpdesk systems. Two well-known and popular helpdesk systems have been integrated with HSPcomplete: Cerberus Helpdesk (<http://www.cerberusweb.com/>) and Kayako SupportSuite (<http://www.kayako.com/>).
9. **Integration with Varilogix** – a provider can utilize Varilogix phone order verification system to verify customer uses his real phone number (<http://www.varilogix.com/>). Combined with other HSPcomplete anti-fraud capabilities this gives service providers maximum fraud protection.
10. **Automated Update System** – automated system to install patches to HSPcomplete software integrated with Up2date checker. Provider will get instant notification as soon as new update is available and will be able to easily install this update using easy to use interface.

1.2 MORE NEW FEATURES

11. **Management Node Clustering** – HSPcomplete OSS/BSS system can be distributed among several physical boxes, giving the ability for providers to scale the management system as their business grows as well as configuring a fault-tolerant setup with monitoring and load balancing.
12. **Improved Performance** – new release of HSPcomplete includes many improvements to minimize resources usage of management server as well as increase stability and scalability of the system, allowing providers to host 100,000s of customer accounts.
13. **Improved UI** - several enhancements have been implemented to provide more convenient User Interface to all types of HSPcomplete users. Enhancements include web calendar for date selection, hide/show search and filter bars, easier to use group operations and more.
14. **Columns Composer for Lists** – allow users to change the appearance of columns on the list. Users can display different columns from an available list and change the order of column appearance.
15. **Export to Excel** – data can be exported from any list to Excel (such as list of accounts or invoices), thus simplifying data operations for Provider's and Reseller's staff.
16. **Bulk domain registration** – customer is now able to register as many domains as he wants. When service providers enable domain registration for particular TLDs, they immediately become available in the online store and customer can add any number of domains into his shopping cart and buy them within single order.
17. **WHOIS Privacy for Domain Registrations** – customers may use WHOIS privacy service from domain registrars and hide their contact information from the whois database. Providers can enable this service in domain registration hosting plan and charge for using this service.
18. **Database-driven DNS** – all DNS-related information is now stored in HSPcomplete database for greater stability, performance, scalability, and easier backup. PowerDNS is used as database-driven name server running as hidden master on HSPcomplete server.
19. **Reseller own Registrars Setup** – Resellers may have their own configuration of the domain registrar account they want to use to register domains in each TLD. Provider can select which domain registration modules will be available for reseller.
20. **Application Vault options for Plesk Hosting Plans** – Plesk Client and Plesk Domain hosting plans have been enhanced with ability to manage applications which become available to the customers. Provider may choose which applications are available for free and which are available for an extra charge.
21. **Plesk Domain Aliases** – HSPcomplete now synchronize DNS for Plesk aliases as well as provides ability to setup limit on allowed number of aliases under Plesk Client or Plesk Domain hosting plan.
22. **Billing Reports Improvements** – complete set of billing reports have been implemented to cover all needs or providers to analyze their revenue growth, customers flow, cash flow, performance of marketing campaigns, revenue per hosting plan and more.
23. **Move Subscriptions between Accounts** – Provider can move subscription from one customer account to another. This makes it possible to delegate some services from one account to another or move customers with their subscriptions from one Reseller to another Reseller or to the Provider.

MORE NEW FEATURES (CONTINUED)

24. **Services Termination Queue** – when a subscription is terminated, all services are not removed immediately, but rather put into the termination queue. Provider may go into the queue and enforce immediate termination of particular service or may want to wait until subscription is terminated automatically (typically in 24 hours).
25. **Cancellation Requests Management** – Customers may request cancellation of a service. Cancellation requests are put into approval queue of the Provider, which can decide if he wants to approve the termination request and specify a termination date or decline the request leaving subscription active.
26. **Upgrade based on blocks of resources** – Provider can specify the size of the resource units that will be available to customers for upgrade. For example, service providers can elect to include 1GB of disk space in the hosting plan and allow customers to buy more disk space in 100MB unit increments.
27. **One-time Fee Items** – Provider can sell products in the online store that do not involve recurring charges. Once purchased, the customer will be charged a one-time setup fee and the order will stay in pending queue waiting for provider's attention.
28. **Edit Existing Orders/Invoices** – vendor can change any detail of order/invoice such as changing/adding items descriptions, changing money amounts, etc.
29. **Reseller Configuration** – Provider can create several pre-defined reseller configurations and assign them to particular resellers. Each reseller configuration includes list of payment and domain plug-ins available to resellers as well as the number of customer accounts they may create.
30. **Mass-printing of PDF invoices** - multiple invoices can be selected by the provider and printed out in a batch. Complete batch history is saved, in order to re-print a particular batch if needed.
31. **Pluggable PDF generator** – different PDF generators can be plugged into HSPcomplete for creation of PDF documents from printable forms. This is needed to generate PDF documents with multi-byte character sets or signatures that are not supported by the PDF generator currently used in HSPcomplete.
32. **Conditional Execution of Actions** – service providers can configure several actions for the same event but with different conditions on event parameters (for example, this allows providers to send different notifications for different hosting plans).
33. **Custom Placeholders** – ability to add custom placeholders to events has been implemented so service providers can add extra information about customers, invoices, and other data into email notifications.
34. **Simplified VPS Memory Limit** – new resource 'slmmemorylimit' now available under Virtuozzo VPS hosting plan which replaces set of different UBC parameters and simplify management of VPS memory consumption. Provider can choose to use old schema of UBC parameters or new SLM management or both.
35. **Windows VPS Templates** – Provider can upload Virtuozzo for Windows template file (.efd file) on HSPcomplete server and then synchronize it to registered Virtuozzo nodes. Additionally, he can register back into HSPcomplete all templates which are installed on Virtuozzo node already.
36. **Incoming/Outgoing Emails Log** – it's now possible to see all incoming and outgoing emails from the provider control center. This gives ability to review history of sent messages as well as trouble shoot processing of incoming messages (such as messages sent by domain registrar modules communicating via email-based protocol).

MORE NEW FEATURES (CONTINUED)

37. **Advanced Permissions System** – new permission system has been implemented allowing providers to create any number of roles as well as easier to use tree-view menu-based selection of permissions for each role.
38. **Re-designed Credit Limit** – provider may define credit limit on per-account basis, thus customer will get his orders provisioned immediately until his balance falls below the credit limit.
39. **Free Period of Service** – promotion can be configured to offer free service for extra period of time. This capability is typically used to provide additional free service for the customers transferring their websites from other hosting providers.
40. **Arbitrary Subscription Period** – more flexibility added in regard to subscription periods available to the customer. Provider can use any number of months as period available for subscription to his customers.
41. **Arbitrary Promotion Period** – provider can specify any discount period while setting up a promotion. This also includes possibility of setting up an ‘unlimited’ discount period so that customer will get a life-time discount on the service purchased.
42. **Improved Domain Plan** – Domain plan is now includes which configuration on which TLDs are available for registration/transfer, which domain registration plug-in will be used for each TLD as well as final prices for all related services - registration, transfer, renewal, DNS hosting and WHOIS privacy.
43. **Domain Termination at Registrar** – service providers can configure HSPcomplete to automatically terminate a domain at the registrar after the domain is expired. This allows service providers to avoid auto-renewal of domains which were not renewed by the customer.
44. **Domain Renewal Limitation** – additional settings have been implemented to configure the period allowed for domain renewal for each particular TLD due to renewal restrictions each registrar might have.
45. **Resell Dedicated Servers** – reseller can now create his own Dedicated Server hosting plan or copy one from the service provider and sell it in his online store. Reseller can manage his dedicated servers from Reseller Control Center.
46. **New Anti-Fraud Filters** – two new anti-fraud filters, “New Order Creation” and “Recurring Order Creation”, have been added, allowing providers to verify orders before payment details are entered by the customer.
47. **PHP Site Pages** – pages configurable from Site Manager now moved to PHP code and integrated with new PHP online store. These pages are connected to HSPcomplete back-end via Public XML API where applicable.
48. **Plesk 8 for Unix/Linux Licenses** – the SWsoft KA plug-in has been enhanced with the capability to issue licenses for Plesk 8 for Unix/Linux, install them on Plesk server, and upgrade them to a larger domains pack. The ability to include selected add-ons has also been added.
49. **Separate Language Packs** – each localization package is now shipped separately from HSPcomplete default distribution and can be added to/removed from the system at any time. This includes interface localization, help files, print forms, and email notifications.
50. **Light-weight Task Manager** – Task Manager component is separated from HSPcomplete application server and uses XML API for tasks execution.

Figure 1.
Bulk
domains
registration
in the new
PHP Online
Store

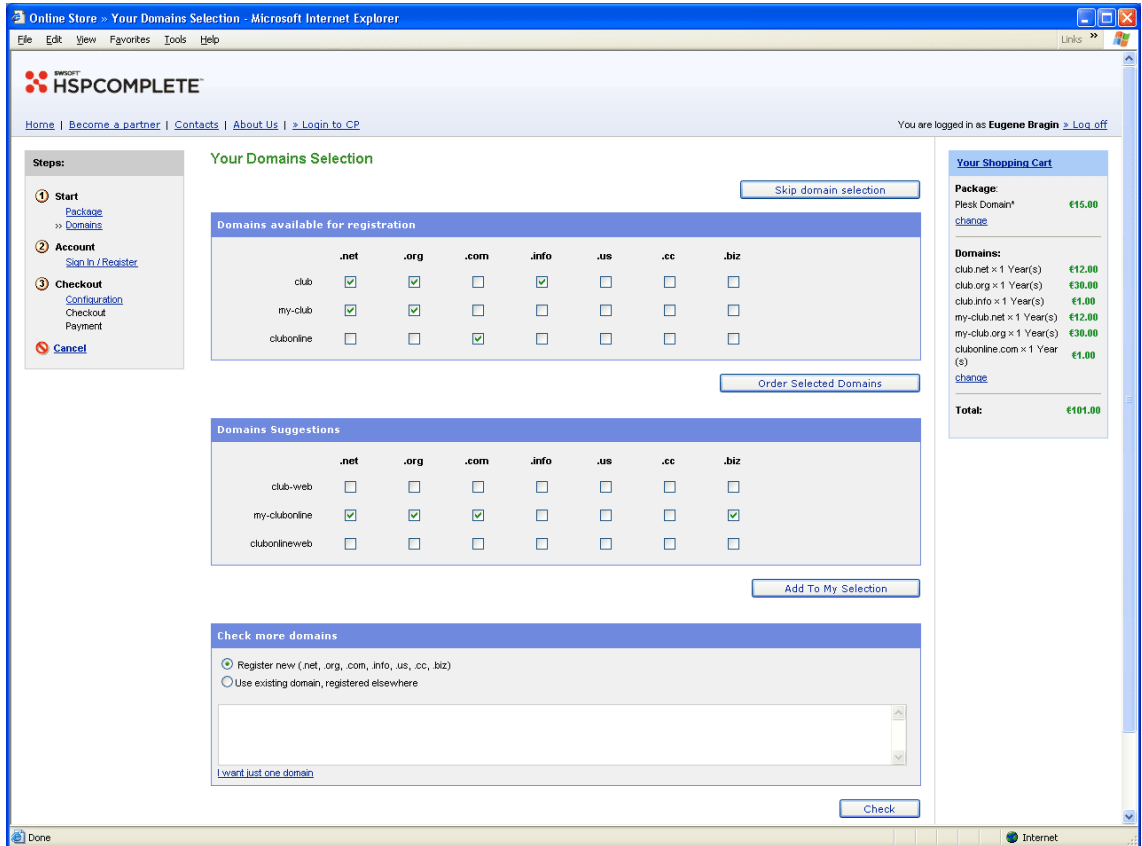


Figure 2.
Upgrade
applications
installed into
VPS via
Virtuozzo
EZ
templates

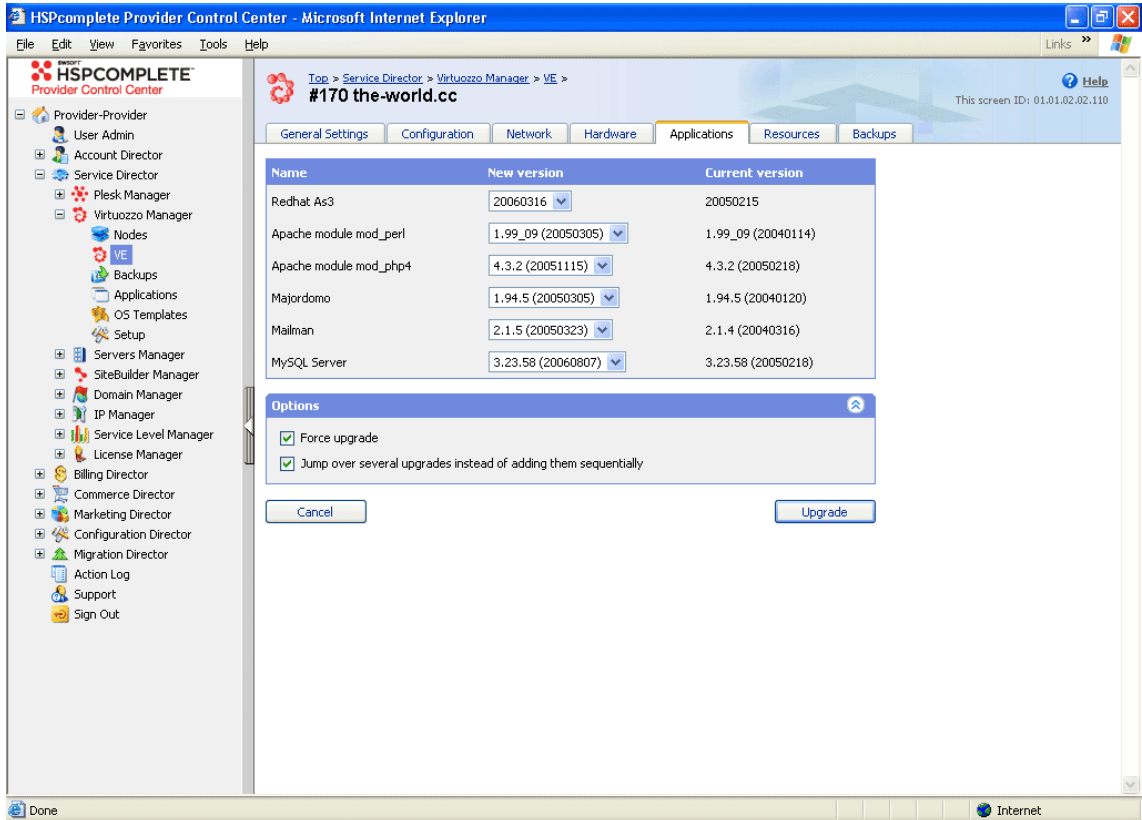


Figure 3.
Application
Vault
settings
under Plesk
Client
hosting plan

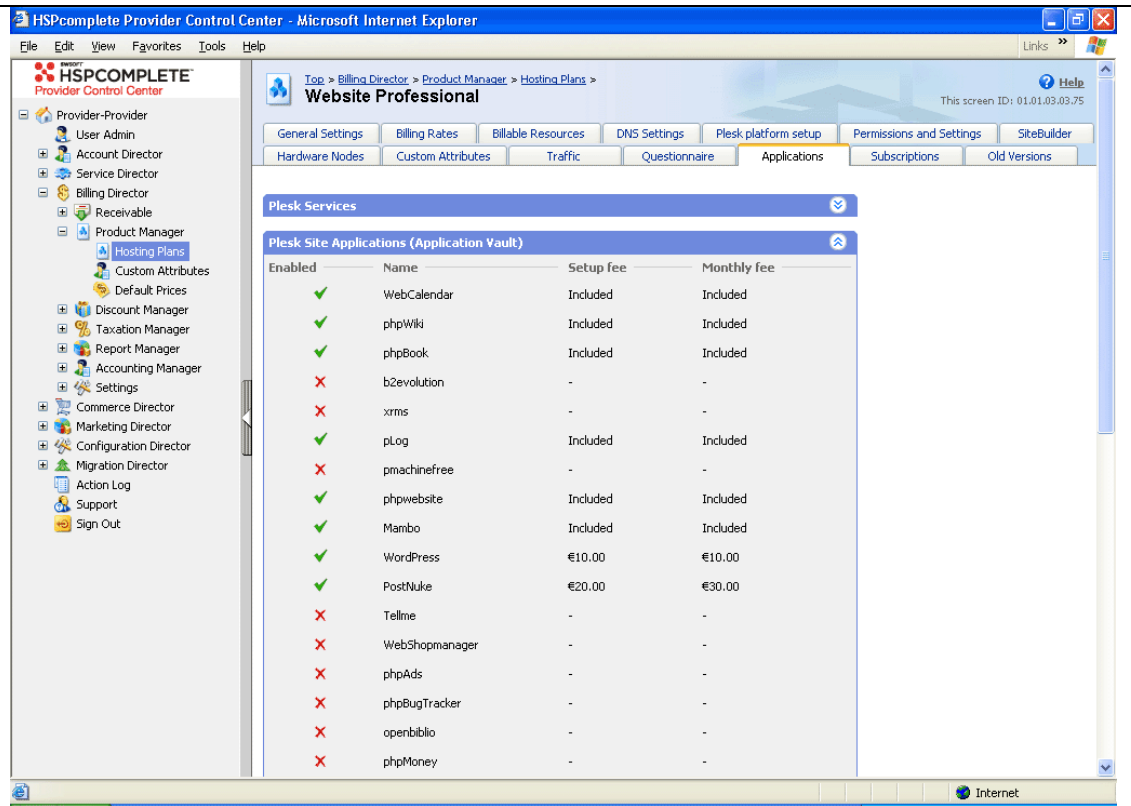


Figure 4.
Kayako
SupportSuite
integrated
into
customer
Control
Panel

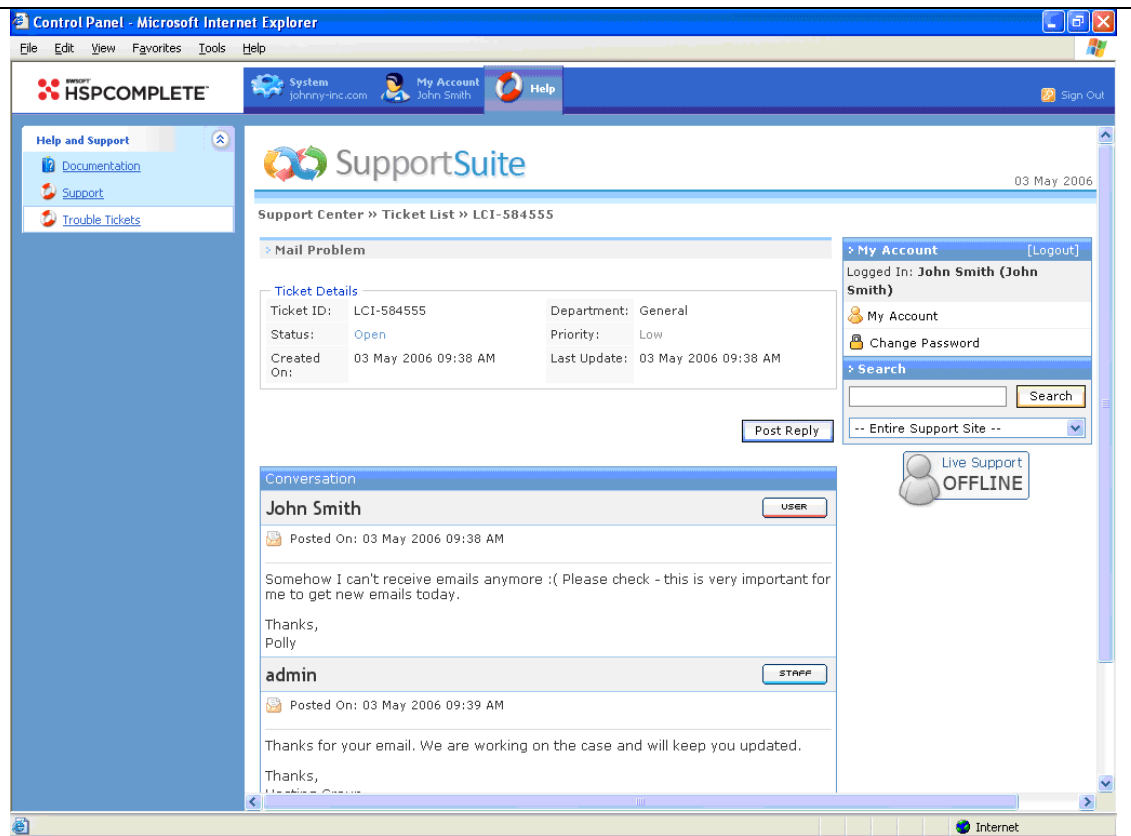


Figure 5.
Virtuozzo
VPS list with
improved
UI

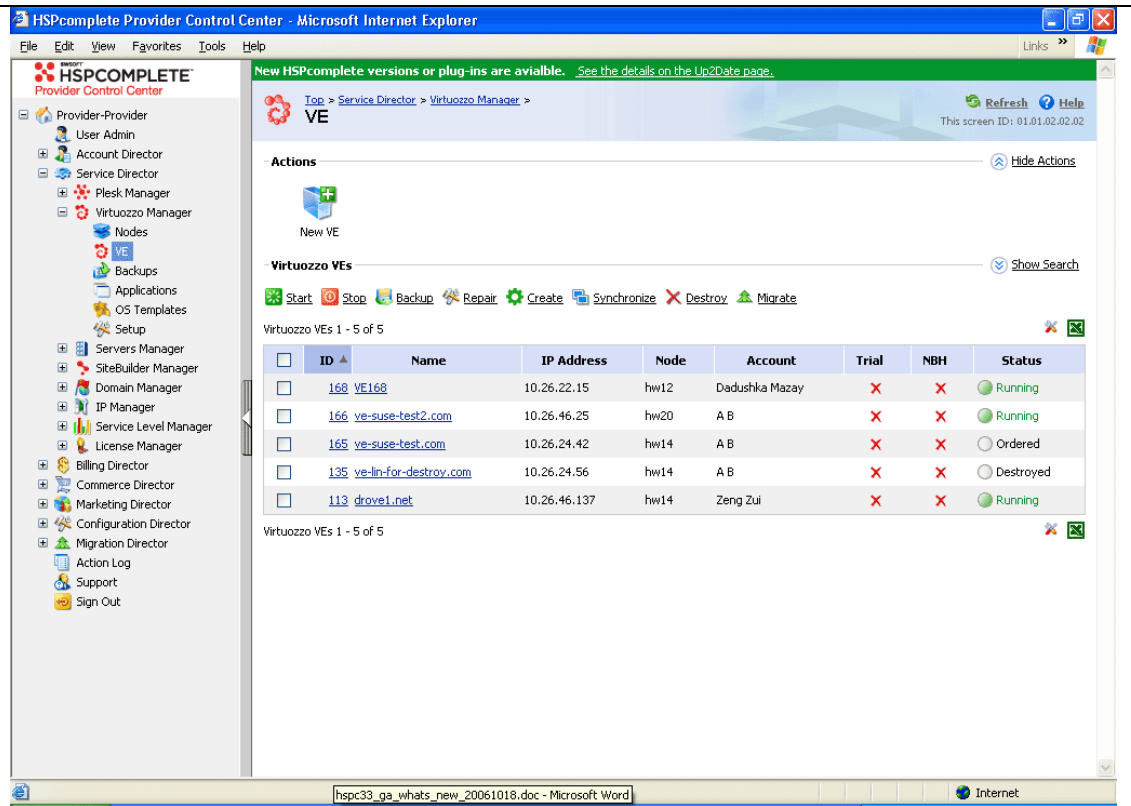
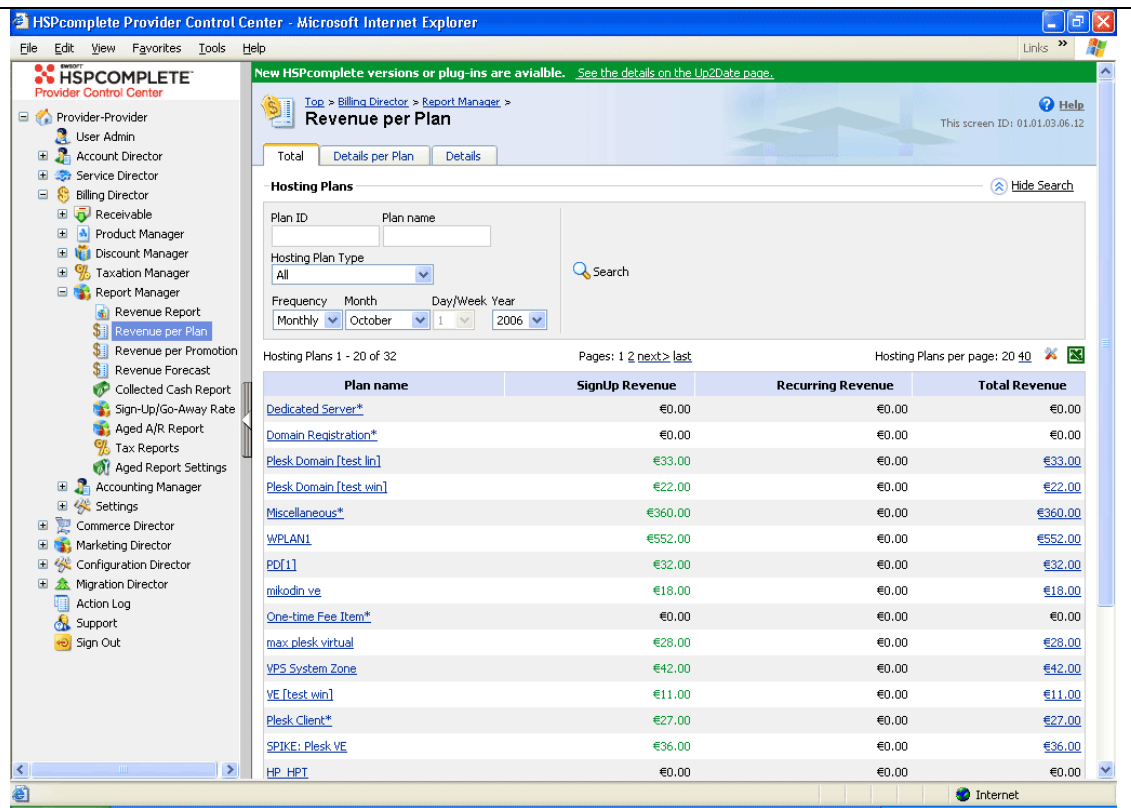


Figure 6.
Revenue per
hosting plan
billing report



51. Profiling has been implemented to track time spent on handling each request to HSPcomplete application server with ability to check slowest pages.
52. ClieOp3 (Netherlands) bank transfer plug-in added (www.interpay.nl)
53. New payment plug-ins implemented for PayPal (www.paypal.com) - “PayPal Express Checkout”
54. New payment plug-ins implemented for PayPal (www.paypal.com) - “PayPal Direct Payment”
55. Provider can define separate whois checking patterns for domain registration and transfer.
56. Plesk DNS synchronization improved with selection of primary source of DNS information – Plesk or HSPcomplete.
57. Possibility to change IP address of Plesk server registered in HSPcomplete.
58. Domain/DNS management implemented for dedicated server plans subscribers.
59. Ability to convert domains hosted in DNS into domain registration subscription.
60. Possibility to put/remove registrar lock on domain has been implemented for Provider and Resellers.
61. Ability to provide domain registration without DNS hosting.
62. Ability to add SRV records into DNS.
63. Specify reseller account as owner while creating new Name Server or Name Server Set.
64. Possibility to limit number of customers and/or subscriptions particular promotion is applied to.
65. Possibility to upgrade from Plesk domain forwarding plan to Plesk physical domain hosting plan is implemented.
66. Dependencies in Plesk applications are implemented.
67. Ability to enable/disable automatic renewal orders paying per hosting plan.
68. New pages shown where Provider can see list of subscriptions being put on hold and list of graced or expired subscriptions.
69. Possibility to implement any type of discount logic for running promotions.
70. Possibility to unsubscribe from mass-email notifications added for the customer.
71. Ability to enter hosting plan type names in different languages.
72. Ability to specify end user agreement (EUA) in different languages.
73. Strip same email recipients in email notifications.
74. Ability to skip Plesk license installation for trial VPS purchases.
75. SiteBuilder publish parameters (such as “Publish Help” and “Publish Message”) can be set from within HSPcomplete to registered SiteBuilder node.
76. Periodical task added to synchronize data with all registered SiteBuilder nodes.
77. Automatically provision order in case of bank transfer payment.
78. Bank account validation implemented for DTAUS bank account payment plug-in
79. Possibility to define penalty automatically applied to invoice when bank account payment is declined.
80. Decline/Approve pending bank account transactions from Bank Transfers -> Transaction Log.

81. Automatically close the batch and mark all transactions approved after specified period of time.
82. Automatically create credit invoice while refunding payment or invoice.
83. Discard CVV/CVC response after first successful transaction.
84. Document details now written in vendor default language.
85. Customer accounts registration approval implemented under Anti-Fraud Manager.
86. Resource limits page is skipped during upgrade if applicable.
87. “copyrotate” option added into logrotate configuration in CP.
88. Events Log screen usability improved with new columns.
89. Ticket identification tag in support system notifications made configurable.
90. Provider can review problem orders at Receivable > Pending Orders.
91. Provider now can manage recurring and scheduled operations from Action Log > Task Queue.
92. System warns if there are failed scheduled or recurring tasks. Provider can redo or dismiss these tasks.
93. Ability to silently delete tickets without any notifications being sent.
94. Edit whois contacts from CP for domains registered through Nominet plug-in.
95. Edit whois contacts from CP for domains registered through IPmirror.
96. Command-line utility implemented for global DNS synchronization with particular slave name server.
97. Plug-ins installation has been improved to take just few seconds.
98. HSPcomplete pages repository has been implemented with ability to easily plug-in any 3rd-party application into HSPcomplete web panels.
99. Reverse zones management capabilities improved with possibility to specify zone IP mask, assign reverse zone to reseller account and more.
100. Possibility to specify different SOA default settings per TLD and per reseller account.
101. Possibility to enable/disable domain registration periods within range from 1 year to 20 years.

SWsoft plans to continuously introduce more and more new features for HSPcomplete including a wide range of enhancements to billing, better support for distributed services, wider integration with different third-party systems and various reseller enhancements. Look for these features and more to be implemented in the subsequent releases of HSPcomplete coming up in the next 6+ months.

- Transparent integration of HSPcomplete Customer Control Panel with Plesk and Virtuozzo Power Panel (OPEN FUSION project)
- Integration with Plesk Expand and Virtuozzo Control Center (OPEN FUSION project)
- SSL certificates sellable via online store integrated with major SSL providers
- Full support for Distributed Services (mail, web, DNS, databases)
- Marketing services sellable as add-ons for hosting plans or separately
- Marketing tool for tracking of customers source and destination
- Integrated centralized monitoring system for all types of hosting services
- Billing improvements and functionality enhancements
- Multi-tier resellers and reseller hosting plans
- Periodical VPS backup configuration
- And more ...