

Grow Your Business: Parallels Partner Resources

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Top 10 ways to leverage Parallels Ecosystem

- 10. Engage with the community
- 9. Attend Summit because it's fun to listen to Russians pronounce "Virtuozzo"
- 8. Adopt operational best practices
- 7. Remind customers it's more fun to say "Plesk" than "cPanel"
- 6. Learn market opportunities and use tools to plan for them
- Wasting valuable time deciding what to wear each day? Two words: Red shirts.
- 4. Nothing says, "You need to buy cloud services from me" quite like a hoster rockin' a red polo shirt
- 3. Co-promote
- 2. Figure out what the hell Dan Havens was talking about in his keynote and charge other Summit attendees for the translation
- 1. (tie) Promote the latest products and keep your sales and marketing materials up-to-date

Engage with the community

New PartnerNet portal as hub of expanding Partner Program

- Partners sign up at <u>http://www.parallels.com/partners/alllogin/</u>
- Partner News
- Community Forums
- Beta program signup http://www.parallels.com/tap

Connect with ISVs and technology vendors

- APS, Storefront, PACM <u>http://www.parallels.com/cloudser</u> <u>vices/</u>
- eNom reseller account with no setup fees http://www.parallels.com/products//dnn/



Adopt operational best practices

Support programs

- BizCrit Process
- Fast Lane
- Managed Services

Support Troubleshooting Guides

Follow best practices guidelines

New training and certification options



Example: support troubleshooting guides

- Parallels Plesk Panel for Linux
- Parallels Plesk Panel for Windows
- Parallels Virtuozzo Containers for Linux
- Parallels Virtuozzo Containe for Windows

Parallels[®] Plesk Panel



Troubleshooting Guide

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Parallels* Plesk Panel for Linux

Control Panel

- Error log: /var/log/sw-cp-servar/error_log Access log: /usr/local/psa/admin/logs/httpsd_access_log Panel log: /usr/local/psa/admin/logs/penel.log
- Stop: /etc/init.d/psa stop Start: /otc/init.d/psa start Restart: /etc/init.d/psa restart
- php: /usr/local/psa/admin/conf/php.ini www: /etc/sw-op-server/epplications.d/plesk.conf features: /usr/local/psa/edmin/conf/site_isolation_settings.ini

Web Presence Builder

- Log: /usr/local/psa/admin/logs/sitebuilder.log Install / upgrade Logs: /usr/local/sb/tmp/
- . No service control (working via sw-op-server service).
- /usr/lookl/sb/config /ato/sw-op-server/applications.d/plosk.conf /usr/local/psa/admin/conf/php.ini

SSO

Error Log: /ver/log/sw-op-server/error

Control Panel

• Error log: /var/log/sw-cp-server/error log Access log: /usr/local/psa/admin/logs/httpsd_access_log Panel log: /usr/local/psa/admin/logs/panel.log

Parallels® Plesk Panel for Linux

Troubleshooting Guide

- Stop: /etc/init.d/psa stop Start: /etc/init.d/psa start Restart: /etc/init.d/psa restart
- php: /usr/local/psa/admin/conf/php.ini www: /etc/sw-cp-server/applications.d/plesk.conf features: /usr/local/psa/admin/conf/site_isolation_settings.ini

Web Presence Builder

- Log: /usr/local/psa/admin/logs/sitebuilder.log Install / upgrade Logs: /usr/local/sb/tmp/
- · No service control (working via sw-cp-server service).
- /usr/local/sb/config /etc/sw-cp-server/applications.d/plesk.conf /usr/local/psa/admin/conf/php.ini

SSO

Health Monitor

- . Logs: /usr/local/psa/admin/logs/health-alarm.log
- . Stop: /etc/init.d/sw-collectd stop Start: /etc/init.d/sw-collectd start Rostart: /oto/init.d/sw-collectd restart
- /usr/local/psa/admin/conf/health-config.xml /usr/local/psa/var/oustom-health-config.xml /atc/sw-collectd/collectd.conf

/etc/sw-op-server/applications.d/plask.conf /usr/local/psa/admin/conf/php.ini

MySQL / Admin

- · Access and error log: /ver/log/mysqld.log
- . Stop: /etc/init.d/mysqld stop Start: /otc/init.d/mysqld start Restart: /etc/init.d/mysqld restart

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Example: Operational Best Practices Guide

 PVC for Windows Best Practices



RECOMMENDED CONFIGURATIONS

	Memory	Processes and thread
Server Version	memory	FIOCESSES and unlead

RECOMMENDED CONFIGURATIONS

Server Version		Memory (vprvmem)	Processes and threads (numproc)
Windows 2008 R2	Minimum	600 MB	90
	Recommended	1024 MB	120
Windows 2003	Minimum	300 MB	60
	Recommended	600 MB	120

Parallels Virtuozzo Containers for Windows has a native backup tool that lets you easily back up and restore the entire contents of the container. There is no need to install backup applications inside containers unless the application requires application-level backups (e.g., to restore individual Microsoft Exchange maliboxes). Customers can also use any of the supported third-party backup tools to back up and restore containers (click here* for more information).

NOTE: We highly recommend backing up containers regularly.

NOTE: Do not install backup applications inside containers unless you want to create application-level backups. In that case, you'll need to install a VSS-aware application on an additional drive, rather than on the system drive (C.V)—or else place your data files on the additional drive. See the VSS Backup Inside Containers perfora for more details.

NOTE: To increase the reliability of the backup process, we recommend backing up large containers (greater than 60GB) to local storage and then transferring the resulting backups to network storage.

MIGRATION

Before migrating containers, you should always make sure that both the old and new physical servers have the same set of Microsoft updates and the same version of internet Explorer installed.

DATABASES

Because Parallels Virtuozzo Containers has been verified with SQL Server and MySQL databases, we highly recommend using these databases inside containers. Other databases may not be able to allocate memory accurately enough to ensure reliable operation.

NOTE: If you plan to use databases other than SQL Server or MySQL inside a container, make sure that the memory limit for the container is set high enough to provide the optimal performance for the database(s) you're using.

http://www.parallels.com/products/pvo/info/windows/details/#Whats_New

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Parallels PVC for Windows: Best Practices and Known Limitations

Training and certification

- Open Enrollment training more convenient and less expensive
- Schedule at http://www.parallels.com/train ingandcertification/openenrollment/schedule/
- Also offering expanded
 Parallels Automation
 traditional training curriculum
 http://www.parallels.com/train
 ingandcertification/onsitecata
 log/

Open Enrollment

Online classes offered

- Parallels Business
 Automation Standard
- Parallels Virtual Automation
- Parallels Virtuozzo Containers
- Parallels Plesk Panel
- SaaS Development & Implementation (APS)

Learn marketing opportunities and tools

Know

- SMB Cloud Insights[™] Reports
- Industry news/commentary
- SMB content from other sources

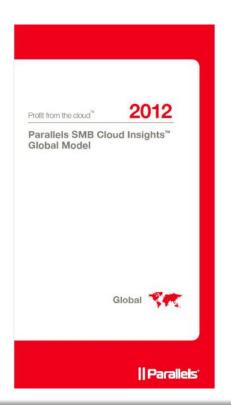
Target

- SMB-related case studies
- Worksheets to create differentiating points
- Contact form for research/data questions

Deliver

- Go-to-market tools
- Marketing materials related to research findings

SMB Resource Center ...available now on PartnerNet



Example: SMB Cloud Insights™ Report as a sales tool



Cloud Market Insights from Parallels

Parallels* Cloud computing has given small and medium businesses (SMBs) access to computing power, applications, and services that were formerly available only to large enterprises. Looking at the IT landscape in 2011, we see SMBs participating in the Cloud opportunity to varying degrees - ranging from leasing a single server, to sophisticated customer relationship management systems, to complex financial packages.

During the first half of 2011, our technology partner <u>Parallels</u> interviewed 4400 SMBs around the globe of different sizes and industries about their Cloud service consumption, future plans, and attitudes - both in general and with respect to specific categories of Cloud services, such as hosted communication and collaboration. They have created a comprehensive view of the SMB markets in 2011 for Cloud services in several countries including the US, the UK, India and the Netherlands.

Learn all cloud market insights in their paper

growth due to its three-pronged

with leading cloud providers, ra partners and investing in staff.

BackupAgent's close partnership pillars; Complete product rebrand

dedicated support of partners of

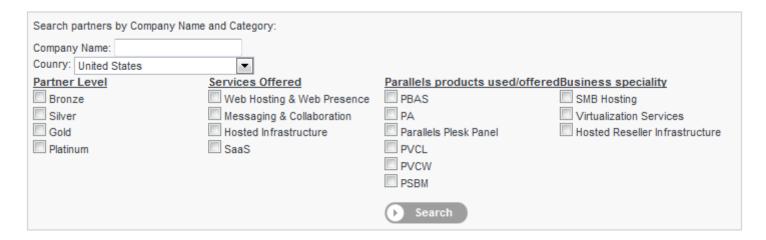
partners, BackupAgent expects to

The article takes a closer loo

partnership and the low barrier en

Co-promote

- Request press quotes
- Request event support
- New Partner Locator

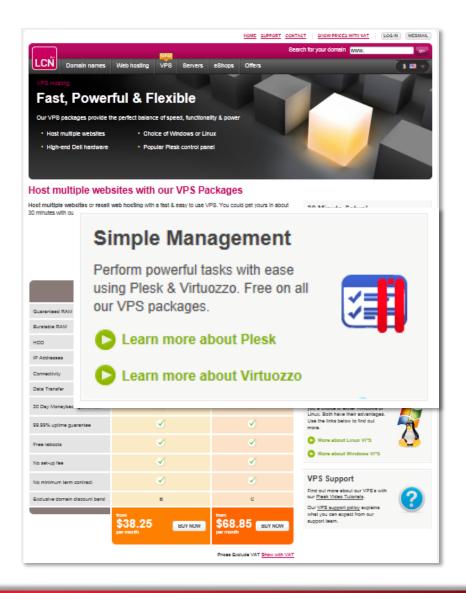




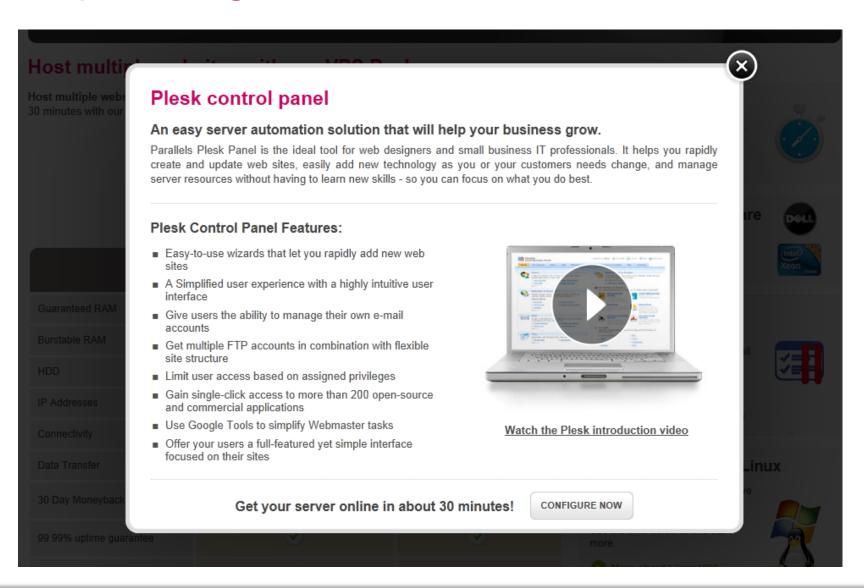
Use partner logos

- **Gold Partner**
- Use Parallels marketing materials in your marketing

Example: using video demos



Example: using video demos



Use latest products and up-to-date materials

- Product downloads now on PartnerNet no lead form!
- Case studies
- Follow Parallels blogs, tweets easy-to-do on PartnerNet



Working with Parallels: Summary

- Join Partner Program and use it - Sign up for new **PartnerNet**
 - Fill out and keep up-to-date company profile
 - Follow partner news and blogs
- Watch for more throughpartner marketing materials
- Visit SMB Knowledge Center regularly
 - Read reports to stay up on opportunity trends
 - Use assets for business planning and marketing

- Learn about and use new **Customer Support** programs
- Increase number of certified staff with Open Enrollment training
- Stay up-to-date on latest product releases

1. (tie) Attend Summit and go drinking with Russians



Feedback

