



## Manxnet E-Biz Support

### E-Biz Admin Control Panel

This document is designed to give you a useful insight to the admin control panel that you can use to manage your hosting account.

To log in to your control panel you should go to <http://www.mydomain.com/ebizadmin> (replacing mydomain.com with your domain). This will take you to this screen:

Enter the login details that you received when your account was activated and click “Sign In”

	Allocated	Used	Left
FTP Accounts	1	1	0
Web Space (MB)	50MB	0.13MB	49.87MB
Sub-Domains	0	0	0
Domains	1	1	0
BandWidth (MB)	1.95GB	0MB	1.95GB
MySQL Databases	0	0	0
ODBC Data Sources	1	0	1
Forums	1	0	1

Once you have signed in you will now see the welcome screen for your Control Panel. The welcome screen details useful information regarding your Hosting account:

- Message Centre:** This details any information from the E-Biz team regarding the service.
- Resource Usage Summary:** This section gives you details of your Hosting account, the details include the usage of the Webspace that your account is using along with the bandwidth usage and other useful information.
- System Information:** This is information on the E-Biz servers running at Manx Telecom’s Secure Data Centre.



On the left-hand side of the page there are links to various options and tools that you can use to customise your hosting account. Working from top to bottom we'll go through the menus that you will see:

## General User Manager

**User Manager :: List Users**

**Tools**

Add User

User Name :

**User Accounts Listing** [ Total : 0 ]

User Name	Full Name	Description	Level
No user account found.			

[show/hide quick help](#)

**Introduction :** During the process of hosting a new client, you need to add a new user for that client. Control Panel enables you to list all of your users and edit or delete those users, if required.

**Edit Account :** You can alter the details of a user's account at any time. You usually need to do this to change a user's password or enable/disable their account.

**Delete :** You can delete an unnecessary user account at any time. The user of that account will no longer have access to your control panel system.

The User Manager screen allows you to setup FTP (File Transfer Protocol ) accounts so people can upload files to your hosting account. The maximum number of FTP accounts that you can have is detailed in the Resource Usage Manager in the Welcome screen. To add a new FTP account click the link "Add User" and this will take you to the following form:

**User Manager :: Add User**

**Add a FTP User**

Login Name :

Password :

Retype password :

Full Name :

User Description :

Email Address :

Street Address :

City :

State :

Zip :

Country :

Phone :

Fax :

Disable Account :

Select the FTP folder on which you want to grant access to this user :

\manxebiz.com (website)

Folders :	<input checked="" type="checkbox"/> www
	<input checked="" type="checkbox"/> db
	<input type="checkbox"/> Special
	<input type="checkbox"/> Log

Once you complete the form click "Add FTP User" and this will complete the creation of the FTP account.



**User Manager :: List Users**

**Tools**

Add User

Success: User successfully added.

User Name :

User Accounts Listing [ Total : 1 ]			
User Name	Full Name	Description	Level
Manxnet Test	Manxnet Test	test	FTP User

[Edit Account](#)  
[Delete](#)

Page : 1 of 1

[show/hide quick help](#)

Introduction : During the process of hosting a new client, you need to add a new user for that client. Control Panel enables you to list all of your users and edit or delete those users, if required.

**Edit Account :** You can alter the details of a user's account at any time. You usually need to do this to change a user's password or enable/disable their account.

**Delete :** You can delete an unnecessary user account at any time. The user of that account will no longer have access to your control panel system.

This screen shows the FTP user account that you have just created. The number of available FTP accounts is detailed in the Resource Usage Summary.

## Domains

**resadmin**

Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Domains**

**Tools**

Add Site List FTP Sites Named Based FTP

Website Name :

Websites Listing [ Total : 1 ]			
Website Name	Owner	Hosting Plan	IP Based
manxebiz.com	postmaster	e-Biz Test (08/03/2006)	No

[Properties](#)  
[Sub Domain](#)  
[Delete](#)

Page : 1 of 1

[show/hide quick help](#)

Here you can view all of your current web sites, with basic information such as the hosting plan used for the site and the site's owner, at a glance.

**Website Name :** Name of the website.

**Owner :** Owner indicates the WebAdmin who is the owner of that website.

**Plan :** Plan indicates the hosting plan under which the website is created. Hosting plan is listed with the date on which the plan was sold to owner of website.

**IP Based :** If IP Based is No then the website is sharing single IP with multiple sites. If IP Based is Yes then the site is created on a dedicated IP address.

**Status :** It is the current status of website. It can be either Running or Stopped.

*Note :* Only those websites are listed here which are created through this control panel.

This page details the domains that are registered to your hosting account. If you click on Properties this will give you detailed information on your domain like a usage summary, your domain status and also includes tools that you can use to customise your account such as setting permissions, creating custom error pages, redirecting your website and others.



resadmin  
Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Domains :: Properties of manxebiz.com**

**Site Information**

User :	postmaster
Hosting Plan :	e-Biz Test
Domain Status :	Running
IP Address :	192.168.5.17

Resources	Allowed	Used
FTP Users	5	0
Disk Space	500MB	16.03MB
Bandwidth	9.77GB	0MB
Domains	1	0
SubDomains	1	0
Databases	MS SqlServer : 0 , MySQL : 1	MS SqlServer : 0 , MySQL : 1
ODBC DSN	1	0
Forum	1	1
ASP.net	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
PHP/Perl	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ColdFusion MX	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Billing**

Signup Date :	08/03/2006
Amount Due :	0

Powered by Hosting Controller

The above screen is the detailed properties of your hosting account.

resadmin  
Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Domains**

- Stop Website
- URL Redirection
- Permissions
- Custom Errors
- Host Headers
- Virtual Directories
- FTP Users
- Private Folders

**Services**

- Mail
- Database
- ODBC DSN
- FrontPage
- Web Stats
- Scripting
- Forum
- SSL
- Index Server
- DNS

**Tools**

- Folder Manager
- ACL Manager
- Disk Quota

**Reports**

- Bandwidth Report
- Disk Usage Report

Powered by Hosting Controller

Scrolling down from your detailed properties shows you links to the tools that you can use to customise your hosting account.

Here is a list of the functions that are available to you in this screen. Please note that some of the icons will be greyed out if they are not applicable to your E-Biz package.



- **Stop Website – WARNING : This button will disable access to your site from the Internet.** This may be useful to you when you are updating your site. Once disabled this button will change to 'Start Website' and will enable your site to be viewed on the Internet again.
- **URL Redirection** – This button allows you to create a redirect to forward visitors on to another site on the Internet or to have multiple domains pointing to your own website. For example if you have a website at www.mydomain.co.im you can register additional domains like www.mydomain.com and www.mydomain.co.uk and have the latter two domains redirected to your hosted site at www.mydomain.co.im.
- **Permissions** – You can set a variety of permissions to the folders of your hosting account. This ranges from only allowing browsers to see the webpages of your hosting account right through to allowing anyone to see the entire directory structure
- **Custom Errors** – This feature allows you to customise the error messages that users would see if they incorrectly enter the address of your site or try to access a page that is restricted to them. You can leave them as standard or change a given error message or page so that it is branded with your logos.
- **Host Headers** – This feature will allow you to have multiple domain names that you have previously registered to resolve to your site. You will need to raise a Trouble Ticket advising our engineers to update our DNS servers for your additional domain.
- **Virtual Directories** – This option is not applicable for end users, our engineers can manage your Virtual Directories.
- **FTP Users** – This tool allows you to manage the FTP user accounts to your hosting account. This is dependant on your E-Biz package.
- **Private Folders** – You can password protect web access to specified folders on your webspace.

### Services

- **Mail** – This feature allows you to add/edit/remove email addresses on your domain. The amount of email addresses you have available is detailed in the Usage Summary. The 'Add Mail Domain' feature is not applicable.
- **Database** – With this function you can create and manage MySQL databases for your website. This is an optional extra for E-Biz Standard customers.
- **ODBC DSN** – ODBC DSN is a method of connecting to access databases that you have created.
- **FrontPage** – This feature can install or uninstall Frontpage Extensions so you can publish your website using Microsoft Frontpage.
- **Webstats** – With this tool you can add or remove Webalizer Statistics on your website
- **Scripting** – This feature will allow you to enable or disable scripting tools for your site.
- **Forum** – This tool will enable or disable a forum for your website.

### Tools

- **Folder Manager** – The Folder manager allows you to manage your folders and upload files to your hosted account.
- **ACL Manager** – The Access Control List Manager allows you to set permissions for access to files and folders on your website.

### Reports

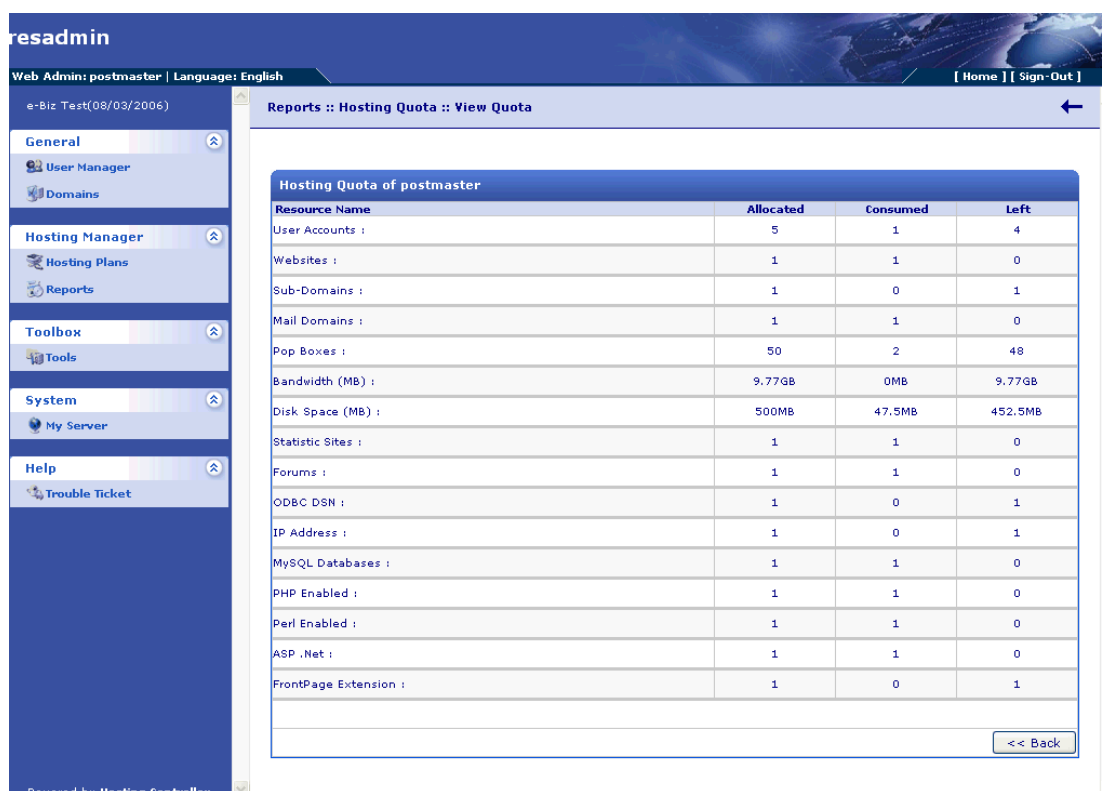
- **Bandwidth Report** – This tool shows you a detailed breakdown of your available bandwidth (traffic) to your website.
- **Disk Usage Report** – This tool gives you a detailed breakdown of the available disk space on your hosting account.



## Hosting Manager Reports



The three options in the reports section are: Hosting Quota, Disk Usage and Bandwidth Usage, these reports can be viewed through the Hosting Controller or they can be sent to your specified email address:



**Hosting Quota** – shows you in-depth details of the features that are available on your Hosting account.



**resadmin**  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Reports :: Disk Usage**

**View Disk Usage Report**

User Name :

Page Number : [show/hide quick help](#)

Disk usage reports provide comprehensive disk utilization overview. These reports include the disk usage by MS-SQL database (local/remote machine) and disk usage of e-mails no matter where emails are hosted (local/remote machine).

**Disk Usage** – This report gives you information on the amount of available hosting space left on your account. You can request that this data is delivered to you by email by clicking the ‘Send Email’ button or you can click ‘View Report’ and this will display the details for you on screen.

**resadmin** Messenger  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Reports :: Disk Usage :: Usage Report**

**Disk Usage per Plan** [ User : postmaster ]

**Plan Name : e-Biz Test**

manxebiz.com	Space Utilized : 47.50 MB [ More Detail ] [ Graph ]
Allocated Disk Space for Plan : 500.00 MB	
Utilized Disk Space by Plan : 47.50 MB	
Disk Space Left : 452.50 MB	

**Summary**

Extra space used by folder/files outside of domains root folder : 4.00 KB
Total allocated disk space (sum of all plans) : 500.00 MB
Total consumed disk space (sum of all plans) : 47.50 MB

The report screen shows the space available and already used by your hosting account; you can get further detail and also a graph showing this detail.



resadmin

Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Reports :: Bandwidth Usage :: Usage Report**

**Bandwidth Utilization per Plan** [ User : postmaster ]

**Plan Name : e-Biz Test**

manxebiz.com	Utilized This Month : 0 KB	[ Six Month Usage ]
--------------	----------------------------	---------------------

Allocated Bandwidth for Plan : 9.77 GB

Utilized Bandwidth by Plan : 0 KB

Bandwidth Left : 9.77 GB

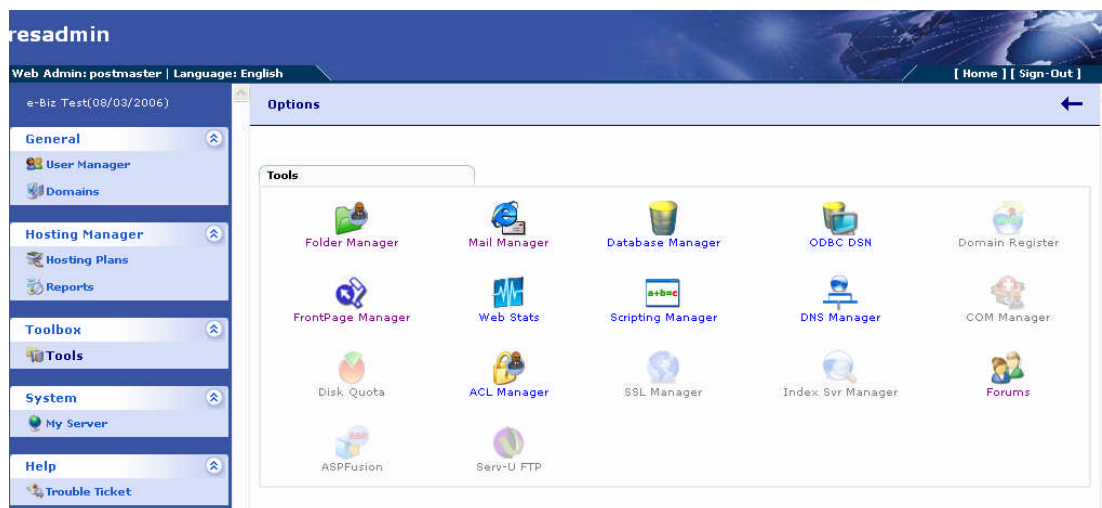
**Summary**

Total allocated bandwidth (sum of all plans) :	9.77 GB
Total consumed bandwidth (sum of all plans) :	0 KB

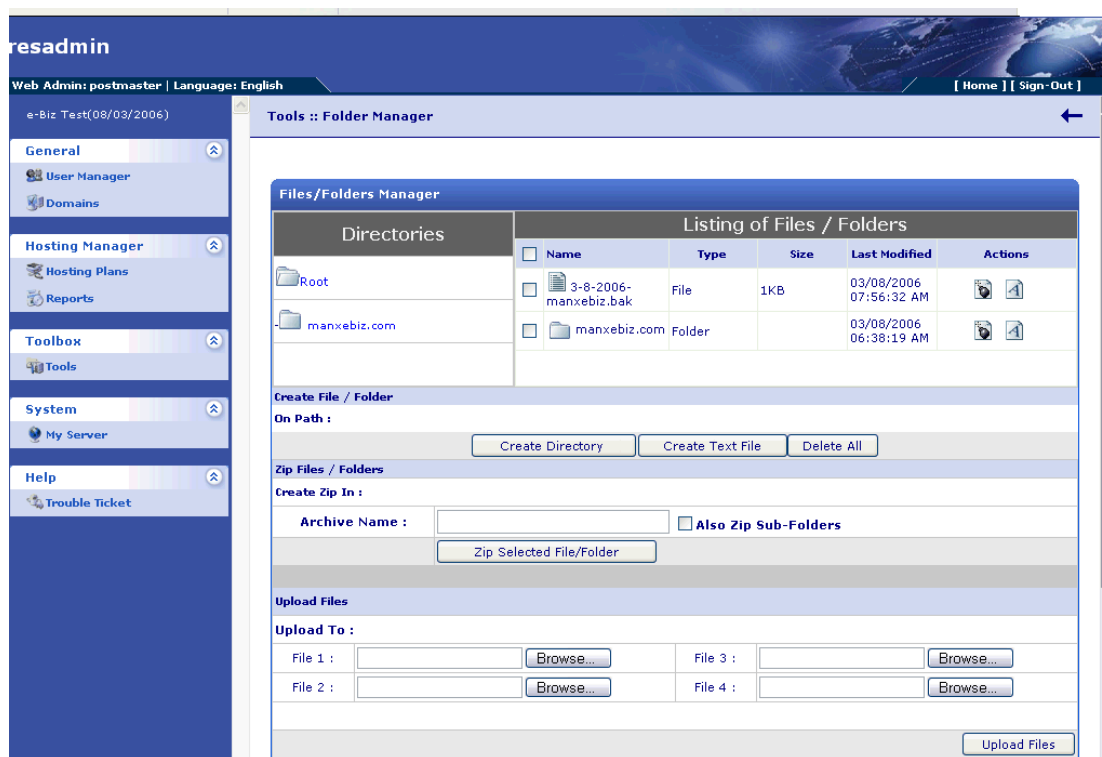
The Bandwidth usage report shows the detail of the bandwidth (traffic) to your hosting account. When the system has built up enough data you will be able to see a graph of the usage by clicking the 'Six Month Usage' link.



## Toolbox Tools



Some of the tools here have already been mentioned elsewhere in this document but we will list them here again:



- Folder Manager** – The Folder manager allows you to manage your folders and upload files to your hosted account.



resadmin  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Tools :: Mail Manager**

Tools

Add Mail Domain

**Mail Domains Listing** [ Delete ]

Mail Domain	Webmail   Mailboxes
manxebiz.com	Webmail   Mailboxes

show/hide quick help

When you attempt to log onto WebMail to retrieve email, you are required to enter its username formatted as mailboxname@MailDomain.

- **Mail Manager** – The Mail Manager allows you to control the email accounts on your domain. You can add or delete accounts and change the passwords to your existing mailboxes, there is also a link to log in to the webmail application of your email account.

resadmin Discuss  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Tools :: Database Manager**

Tools

Add Databases

**Databases Listing** [ Total : 0 ] [ Backup ] [ Restore ] [ Delete ]

Database Name	Owner	Type	Server Name
manxebiz	postmaster	mySQL	MANXEBIZMYSQL

show/hide quick help

**Backup :** You can backup your SQL databases at any time.

If backing-up MS-SQL database, the backup file will be created in 'postmaster' directory with same name of your database.

When backing-up mySQL database, the backup file will be created in 'postmaster' directory in 'Date-DBName.backup' format. For example, if mySQL database 'store' is backed-up on July 31, 2003 then backup name will be '7-31-2003-Store.bak'.

**Restore :** You can restore SQL database from a backup file whenever required.

To restore a database, you need to upload its backup file into '\db' folder of your account first.

When restoring mySQL database, the backup file should be .bak extension.

- **Database Manager** - With this function you can create and manage MySQL databases for your website.



resadmin  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]  
 e-Biz Test(08/03/2006)

**Tools :: ODBC DSN**

Tools

Add DSN

**View ODBC Data Sources** [ Total : 0 ]

DSN Name	Date Created	Description	Driver
No record found.			

[show/hide quick help](#)

This section displays all ODBC Data Sources (DSNs) created under your account.

**DSN Name :** This is the name of ODBC Data Source. This name is used in your code to call databases.

**Date Created :** This is the creation date of this ODBC Data Source.

**Description :** If you had entered any explanatory text at the time of DSN creation then it will be displayed here.

**Driver :** Driver identifies the type of ODBC Data Source.

**Del DSN :** Click on this button if you wish to delete an ODBC Data Source.

**Edit DSN :** You may edit the Name, Description, and target database of a ODBC Data Source using this button.

- **ODBC DSN** – ODBC DSN is a method of connecting to access databases that you have created.

resadmin  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]  
 e-Biz Test(08/03/2006)

**Tools :: FrontPage Manager :: Install Extensions**

Tools

Uninstall Extensions

**Install FrontPage Extensions**

Website Name :

SMTP Mail Server :

Web Server :

[show/hide quick help](#)

FrontPage Extensions allow you publish your web site using Microsoft FrontPage. These extensions can occasionally become corrupt, so you can uninstall and then reinstall FrontPage Extensions whenever required.

**SMTP Mail Server :** Address or URL of the mail server to be configured with frontpage extension.

- **FrontPage Manager** - This feature can install or uninstall Frontpage Extensions so you can publish your website using Microsoft Frontpage.



resadmin

Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**General**

- User Manager
- Domains

**Hosting Manager**

- Hosting Plans
- Reports

**Toolbox**

- Tools

**System**

- My Server

**Help**

- Trouble Ticket

**Tools :: Stats Manager**

Tools

Add Stats Site

**Stats Sites Listing** [ Total : 1 ]

Site ID	
manxebiz.com	<a href="#">View Stats</a>

Edit Delete

- **Web Stats** - With this tool you can add or remove Webalizer Statistics on your website

resadmin

Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**General**

- User Manager
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**Scripting Manager :: PHP / Perl**

Tools

ASP.NET ColdFusion MX

**PHP / Perl Scripting Status on Websites** [ Total : 1 ]

Website Name	PHP Scripting	Perl Scripting
manxebiz.com	ON	ON

Enable PHP Disable PHP Enable Perl Disable Perl

[show/hide quick help](#)

Control panel allows you to enable or disable two of the most powerful scripting languages available on the Internet :

PHP - A widely-used general-purpose scripting language that is especially suited for Web development and can be embedded into HTML. PHP is a recursive acronym for PHP: Hypertext Preprocessor.

Perl - Perl is a high-level programming language with an eclectic heritage originally written by Larry Wall. It's process, file, and text manipulation facilities make it particularly well-suited for tasks involving quick prototyping, system utilities, software tools, system management tasks, database access, graphical programming, networking, and world wide web programming. Perl may stand for PERL or Practical Extraction and Report Language.

*Note* - You may request your host to enable PHP/Perl on your website.

- **Scripting Manager** - This feature will allow you to enable or disable scripting tools such as Perl and PHP for your site.



**resadmin**  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Tools :: ACL Manager**

Set ACL Permissions on Files / Folders [ Step 1 of 2 ]

File	Folder
3-8-2006-manxebiz.bak	manxebiz.com

Select File      Select Folder

File / Folder : \websites\resadmin\postmaster  
 View / Set Permissions

[show/hide quick help](#)

Introduction : The ACL Manager area allows you to set Access Control List (ACL), sometimes also referred as NTFS security access, for folders and files on your website.

An access control list (ACL) tells a computer operating system which access rights each user has to a particular system object, such as a file directory or individual file. This can range from allowing anyone change or delete a folder, right through to only allowing one user view a specific file.

Navigate to the file/folder on which you wish to set NTFS permissions and click on View / Set Permissions button.

- **ACL Manager** - The Access Control List Manager allows you to set permissions for access to files and folders on your website.

**resadmin**  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Tools :: Forums**

Forums Listing

Forum	Status	Action
manxebiz.com/demoforum	Installed & Active	Uninstall Forum    Edit Forum

Page : 1 of 1

[show/hide quick help](#)

Control panel enables you install a fully-featured online forum with a few simple clicks. The forum includes administration features, smilies, and saves all information in a database backend. The database is copied to '\db' folder of customer account.

- **Forums** – This tool will allow you to enable or disable a forum for your website.



## System My Server

With this menu you can make configuration and administration changes.

### Configure Services Referral Settings

Customer Name	Discount Percentage	Referral URL
postmaster	0	http://www.manxebiz.com:8077/hosting/default.asp?autohost=postmaster&referral=postmaster

**Customer Name:** This is the name of the customer for whom you wish to enable referral program.

**Discount Percentage:** Enter the percentage of the total signup amount which you wish to pay to referrer as referral bonus. This amount is registered in user's control panel as an offline payment only. For example, if you get a new signup worth \$100/month referred through 'Tony' and you have set 10% Discount Percentage then \$10 will be registered in Tony's control panel as an offline payment.

**Referral URL:** This is the URL which should be used for signup.

This feature is not applicable



## Configure Panel

The Display Settings menu allows you to change the appearance of your Control Panel

## Default Plan

The default plan page allows you to select the option specific to the E-Biz package that you subscribe to. If you only have one package you will not be able to change this option.

## Administrators Personal Profile



resadmin  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]  
 e-Biz Test(08/03/2006)

**My Server :: Personal Profile**

**Set Your Personal Profile**

Email Address :	postmaster@manxebiz.com
Company :	
Street Address 1 :	
Street Address 2 :	
City :	
Province / State :	
Country :	
Postal Code :	
Phone Number :	
Fax Number :	

[Update Profile](#)

[show/hide quick help](#)

It is very important to enter complete profile information. If credit card is not on file then profile information is printed on invoicing/billing/transaction statements. In addition this information is used for several other purposes such as sending forgotten password, etc.

**Email Address :** This e-mail address is used to send you wide variety of information, such as forgotten password, trouble tickets, invoices, receipts, etc. It is therefore important to keep this address updated.

**Company :** This name is printed on your invoices and other e-mails.

**Phone Number :** This phone number is used to contact you. This will be printed on your invoices and other e-mails.

**Fax Number :** This is not a compulsory field but, its always good idea to provide if possible.

With the Personal Profile screen you can amend your personal details and specify which email address you wish to use when issuing Trouble Tickets.

### Change Password

resadmin  
 Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]  
 e-Biz Test(08/03/2006)

**My Server :: Change Password**

**Change Your Password**

User Account :	postmaster
Old Password :	
New Password :	
Confirm Password :	

[Change Password](#)

[show/hide quick help](#)

**User Account :** This is the account whose password you are changing.

**Old Password :** Provide here the old password for User Account. If old password is incorrect then password will not be changed.

**New Password :** Provide here the new password for User Account.

**Confirm Password :** Confirm the new password for User Account.

This function is used to change the FTP password and the password that you use to access your admin control panel.



## Help Trouble Ticket

**resadmin**  
Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Trouble Ticket :: My Tickets**

**Tools**  
New Ticket

Enter Your Ticket Number To Search :

**Trouble Tickets By You** [ Total : 0 ]

ID	Subject	Responses	Date Submitted	Last updated by	Status	--All--
No Tickets Found.						

[show/hide quick help](#)

You are viewing the trouble tickets that you have opened yourself.

**Subject :** It is a short description of trouble ticket.

**Responses :** Responses shows the total number of responses so far made on this ticket. This includes responses from both customer and host.

**Date Submitted :** It is the date and time on which the ticket was opened.

**Status :** Status can be New, Open, Updated, or Closed.

With the ticketing system you can raise or monitor fault /support questions to the E-Biz engineers. To add a new ticket, click the new ticket link at the top of the page:

**resadmin**  
Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**Trouble Ticket :: New Ticket**

**Submit a New Trouble Ticket**

Category :

Priority :

Solution by Email also :

Subject :

Problem :

[show/hide quick help](#)

**Category :** Select the problem area that this ticket refers to from drop-down box.

**Priority :** Select the urgency level of the ticket from the Priority drop-down list.  
Note: Please do not use the High priority setting unless the ticket refers to an urgent problem.

**Solution by Email also :** Tick this box to receive email responses of this ticket.

**Subject :** Enter a short, descriptive title of the problem in the Subject field and a detailed description of the problem in the Problem field.

Fill out the form adding as much detail as possible including contact information and click 'Create Ticket'.



resadmin

Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**General**  
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Trouble Ticket

### Trouble Ticket :: My Tickets

Tools

New Ticket

Success: You have successfully opened a new ticket.

Enter Your Ticket Number To Search :

Trouble Tickets By You [ Total : 1 ]

ID	Subject	Responses	Date Submitted	Last updated by	Status	
3	Test Trouble Ticket	0	15/03/2006 12:21:07	postmaster	New	Trouble Ticket

Page : 1 of 1

[show/hide quick help](#)

You are viewing the trouble tickets that you have opened yourself.

**Subject :** It is a short description of trouble ticket.

**Responses :** Responses shows the total number of responses so far made on this ticket. This includes responses from both customer and host.

**Date Submitted :** It is the date and time on which the ticket was opened.

**Status :** Status can be New, Open, Updated, or Closed.

Once you have created your ticket you will see a summary of your open tickets, the summary details also show if there are any responses to your query. You can view the details of this ticket by highlighting the ID number of the ticket and clicking 'View'

resadmin

Web Admin: postmaster | Language: English [ Home ] [ Sign-Out ]

e-Biz Test(08/03/2006)

**General**  
User Manager  
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Trouble Ticket

### Trouble Ticket :: My Tickets :: View Ticket

[ Low Priority Ticket ] Status : Waiting for Solution

Ticket 3 by postmaster on 15/03/2006 12:21:07.

**Problem :**  
**Test Trouble Ticket**  
This is a test ticket for the Manxnet support pages.

**Responses :**  
No Response yet!

**Enter a Response**

Subject :

Additional test comments

Reply :

Solution by Email Also :

You can submit additional comments if you have further details that may be of use to the E-Biz engineers. In the top-right corner of this screen you can see the status of your ticket and also close it if necessary. You can also see a summary of your open tickets on the homepage of your control panel.



Hopefully this has been helpful to you in using your control panel. If you have any questions please contact us on 0808 1624 171 or email [products@manx-telecom.com](mailto:products@manx-telecom.com)