Managing client account

This page details the operations you can perform on a client account.

Overview

You can manage DNS zone settings, permissions and limits, DNS Templates, backups of the DNS zones, remote update locations and custom buttons for a client account.

Here are the options available in the **Client's management** page.

1. **Tools**, where you can:
    - **Switch client OFF** or **Switch client ON**
    - **Edit account details**
    - **Client settings**, i.e. you can edit the Zone SOA Settings, Permissions and Limits for the client account. For more info, check the **Managing Client Settings** section.
    - **DNS Templates**, i.e. you can edit the DNS Templates of the client account. For more info, check the **Managing DNS Templates** section.
    - **Add DNS zones**, i.e. you can add a DNS zone for the client account. For more info, check the **Managing Client's Zones** sections.
    - **Remote updates**, i.e. you can manage the remote update locations of the client account. For more info, check the **Remote Update Locations** section.
    - **Backup DNS zones**, i.e. you can back up the DNS zones of the client account. For more info, check the **Backing DNS zones** section.
    - **Custom buttons**, i.e. you can manage the custom buttons of the client account. For more info, check the **Custom Buttons** section.
    - **Impersonate**, i.e. you can impersonate the client account. For more info, check the **Impersonate** section.
    - **XML export**, i.e.you can export all client's data into XML format. For more info, check the **XML export** section.
2. **Custom buttons**, where you will find all the available custom buttons of the client account. For more info, check the **Managing Custom Buttons Available for a Client** section.
3. **DNS Zones**, where you will find all the DNS zones of the client account. For more info on DNS Zones, check the **Managing Client's DNS Zones** section.

Managing client accounts

Click on **Clients** in the main menu and you will reach the **Clients management** page. This is where all the system clients are displayed in a table. You have options to search for a specific client or to remove them.

Here's what each table column means:

- **S** displays the status of the corresponding client, which can be active or inactive. Click the icon to change the status.
- **A** shows if the client can access the control panel. Click the icon in this column to allow/deny the client to access the control panel.
- **Client name** is pretty explicit. Click the link to reach the client's management page.
- **Company name** refers to the name of the client's company.
- **Created** refers to the date the Client account was created.
- **DNS Zones** is the number of DNS Zones the client has in DNS Manager.

The information can be sorted by status, client name, company name, creation date, and DNS Zone number by clicking the table header links.

When looking for a specific client, you can use the available text box and the two additional links:

- **Search** - By clicking this link, all the clients' names matching the text filled in the text box will be displayed.
- **Show all** - After the clients' list was filtered, you may click this link to discard the filter and display all the client accounts.

Other operations can be performed by using the following action links:

- **Show columns** - You can filter the columns displayed in the table by clicking this link.
- **Group operations** – Choose the desired clients from the list by selecting their corresponding check boxes and click this link to make group changes to all selected clients. For more info, check the **Group operations** section.

Enabling and disabling client accounts

There are two ways in which you can turn enable and disable Client accounts:

1. Click the client's name in the **Clients management page**. Then in the client's settings page, i.e. in the **Tools** area, click the **Switch client OFF** button to disable the account, or **Switch client ON** button to enable the account.
2. The status of the client account can be modified by clicking the **S** column displayed in the **Clients** list in the **Clients Management** page.

Editing client information

To change the details of an existing client account, go to the client's management page and click the **Edit account details** button.

The **Login** name must be unique in the system.

The username must contain only the following character types:
Any of the 26 letters of the Latin alphabet <a-z>, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
Any combination of the 10 decimals <0-9>, also included in the ASCII.
Special characters like: _.-@.
Password

You are not allowed to fill in dictionary words or passwords containing only digits or sequences of more than three identical characters. Password strength ask for a minimum six characters long password. The password must contain only the following character types:

Any of the 26 letters of the Latin alphabet <a-z>, also included in the American Standard Code for Information Interchange (ASCII). The scripts of non-Latin languages (such as Arabic, Cyrillic, Chinese, Greek, Indian, Korean or Japanese) are illegible.
Any combination of the 10 decimals <0-9>, also included in the ASCII.
Special characters like: !?@#$%\/*()_+={}`~[];:,.|^&.

The required fields are marked with an asterisk (*). Click **OK** to save any changes you make. Click **Cancel** to return to the previous page without saving any changes.

Impersonating client accounts

You can view the interface from a client's perspective. Go to the **Clients Management** page and select the client. Then press the **Impersonate** button under the **Tools** area.

To return to normal view mode, click the Return to my account link in the navigation panel.