



Developer Guide

VERSION 1.1, Revision 2010-06-21

CONTENT

1.	Formula overview.....	4
1.1	Introduction.....	4
1.2	Development lifecycle	5
1.3	Billing and revenue sharing.....	6
1.4	Usage fees	6
1.5	Adhering to the formula.....	6
2.	Using developer tools	7
2.1	Connecting to the affiliate portal.....	7
2.2	Managing client accounts.....	7
2.2.1	Creating a client account	7
2.2.2	Configuring client services	7
2.3	Managing domain names and email addresses	8
2.3.1	Adding a domain name or email address	8
2.4	Creating a website for a client.....	8
2.4.1	Introduction to projects.....	8
2.4.2	Creating a project to develop a client website	9
2.4.3	Website development	9
2.4.4	Publishing the project and activation by the client	10
2.4.5	Cancelling a project	10
2.4.6	Resource restrictions for projects.....	10
2.5	Support requests management.....	11
2.5.1	Support requests handling	11
2.5.2	Processing a support request	11
2.5.3	Managing support requests.....	12
2.6	Payment of revenue share gains.....	12
2.6.1	Information on payments	12
2.6.2	Reclaim a payment	12
3.	Get help	13
4.	Test environment	13
5.	Suggestions	14



Our formula is continuously being improved, based on user feedback and suggestions.

Make sure you have the latest version of this document:

<http://client.premiumdnn.com/Portals/0/docs/PremiumDNN - Developer Guide.pdf>

1. FORMULA OVERVIEW

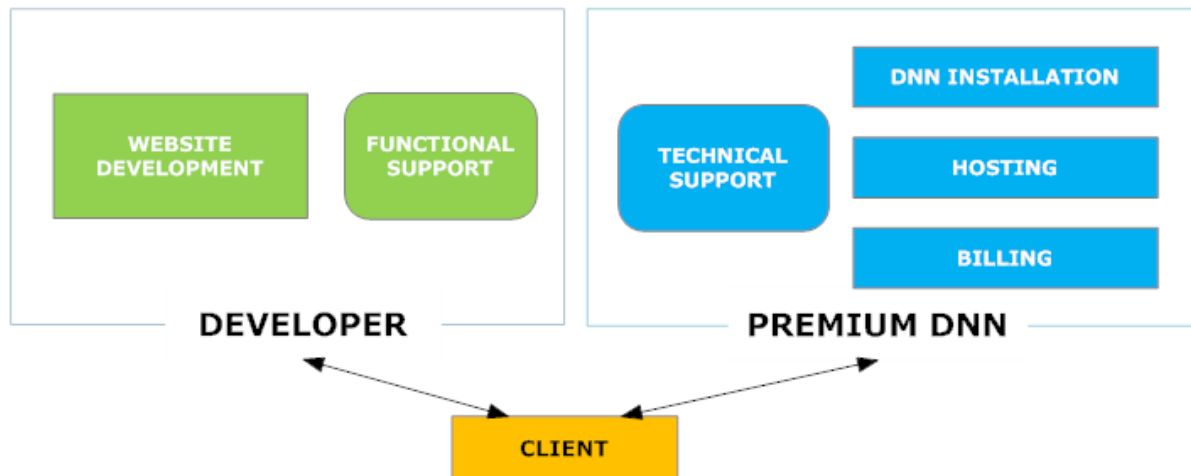
1.1 Introduction

PremiumDNN offers a set of tools to enable website developers to focus on their task, which is creating websites, without having to manage the installation of the DotNetNuke platform or the hosting of the developed websites.

The objective is to eliminate the following tasks and responsibilities for the developer:

- Installation of the DotNetNuke platform
- Deployment of a DotNetNuke installation to a hosting service
- Management of the hosting service
 - o Billing
 - o Technical support
 - o Server administration

Roles with the PremiumDNN developer formula:



In addition to reducing the tasks and complexity for the developer, we also offer a recurrent revenue share. For each invoice generated for a website developed using our formula, 10% of the invoice amount is credited to your affiliate account. This money can then be transferred to a Paypal account, which can be used to make online purchases or transferred directly to your bank account

1.2 Development lifecycle

Website development lifecycle with the DotNetNuke platform can be summed up as follows:



By using our developer formula, only the « Website development » step is the responsibility of the developer. PremiumDNN is responsible for the other steps.

1) Creation of a DotNetNuke installation for the website development

With our intuitive interface, only a few clicks are needed to create a new empty DotNetNuke installation for the new website development. The developer does not have to install and configure the technical infrastructure required to create a new website. The new installation is accessible from a temporary domain, such as: « <http://clientname.web1.use.d-alias.com> »

2) Website development

By connecting to the temporary domain, the developer can develop the website directly on our servers. He can send the temporary domain link to the client to validate the website during development.

3) Website publishing

Once the website is completed and approved by the client, the developer launches the publishing process. The client (website owner) then receives an email inviting him to configure his profile and activate his hosting package. The developer does not have to deploy a website to a hosting environment, nor does he have to manage billing.

4) Management of the hosting environment

Once the website is published, PremiumDNN manages hosting and billing directly with the client. The revenue share is calculated for each invoice and deposited in the developer's account. The developer can consult the amount due at any time and request a payment.

1.3 Billing and revenue sharing

For each invoice generated for a website developed using our formula, 10% of the invoice amount (before taxes) is credited to the developer's account.

All services are considered in the revenue share. For instance, if the client orders a new domain name, 10% of the purchase amount is credited to the developer's account.

1.4 Usage fees

There are no activation fees to use the PremiumDNN developer formula. However, certain fees apply to websites that are under development:

For each website under development:

- The first month is free
- The following months are billed to the developer at 4.99 USD / 6.99 CAD per month

An email is sent to the developer 5 days before the end of the free period to indicate that fees will apply to the "in development" website. The developer can then either publish or cancel the project to avoid fees.

1.5 Adhering to the formula

The developer formula is open to everyone and only requires the developer to register as an affiliate.

To register as an affiliate:

- 1) **Open the following address:**
http://client.premiumdnn.com/en/affiliate_registration.aspx
- 2) **Complete the affiliate profile**

Information to access the affiliate portal will be sent by email after registration. The affiliate portal contains all developer tools that will be explained in the following sections.

2. USING DEVELOPER TOOLS

2.1 Connecting to the affiliate portal

- 1) Open the following address: <https://client.premiumdnn.com>
- 2) Enter your username and password

You received this information after registering as an affiliate. See section 1.5 for the registration procedure.

2.2 Managing client accounts

In order to create a website for a client, register domain names or create email addresses, you must create an account for the client. The operation consists in defining a username that will allow the client to access the client portal and select an email address and preferred language that will be used to communicate with the client.

Once the client account is created, you can access the client's portal to order and configure services. The "work on behalf" feature, from the Clients section, will take you directly to the selected client's portal.

When inside the client's portal, all orders placed must be approved by the client. After placing an order, a confirmation email is sent to the client containing instructions to confirm and activate the ordered services.

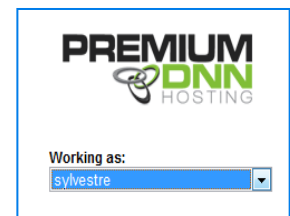
2.2.1 Creating a client account

1. **Connect to the client portal**
2. **Access the « Reseller / Clients » section**
3. **Use the « Create new user account » button**
4. **Complete the client informations**
5. **Use the « Save » button**

2.2.2 Configuring client services

Once the client account is created, you can access this client's portal to order and configure services.

- 1) **Connect to the client portal**
- 2) **Access the « Reseller / Clients » section**
- 3) **Use the « Work on behalf » button for the required client**
 - You are now in this client's portal and can configure required services.
 - A user selector is displayed to switch back to your affiliate account.



2.3 Managing domain names and email addresses

Your developer account allows you to register and configure domain names, as well as create email addresses, for your clients. Define a client account for the client, and then use the « work on behalf » feature to access the client's portal and configure services.

2.3.1 Adding a domain name or email address

- 1) **Access the « Reseller / Clients » section**
- 2) **Use the « Work on behalf » button for the client you wish to add a domain or manage email addresses**
- 3) **Access the « Configuration / Domains » or « Configuration / Emails » to configure items**
Refer to the PremiumDNN Administration Guide for more information
- 4) **If invoiceable items are ordered**
 - a. **Use the button « send order confirmation email » to send a confirmation email to the client for him to confirm and activate the ordered services**

Sample email sent to the client:

Hi,

Your developer, Test 1234, has ordered services for your account in our hosting service.

You need to confirm the order placed by your developer to activate the services.

The following services have been ordered:

Domain registration - MYDOMAIN.ORG

To confirm this order, please visit the following link and complete the process: http://sandbox.premiumdnn.com/en/confirm_order.aspx?u=useragain

If you have any question or need assistance in the process, please contact our sales team at: sales@premiumdnn.com

2.4 Creating a website for a client

2.4.1 Introduction to projects

A project handles the development lifecycle of a client website.

When you create a new project, a new DotNetNuke installation is automatically created. This installation will be used to develop the website.

When the website is complete and approved by the client, the project can be published. The publishing process activates the hosting service with the client. The client receives an email inviting him to configure his profile and activate his hosting service.

Once the process has been completed by the client, the project is considered published. The client portal is then accessible and allows both the client and the developer to configure domains and create email mailboxes.

2.4.2 Creating a project to develop a client website

To create a new project:

- 1) **Connect to the client portal**
- 2) **Access the section “Reseller / Projects”**

If this is the first time you access this section, you will be required to complete your billing profile in order to create projects.

- 3) **Use the “New Project” button**
- 4) **Complete the project information and use the “Finish” button**

The process will take a few minutes while the DotNetNuke installation is configured

A confirmation screen will be displayed with the information required to access the DotNetNuke installation created for the project.

2.4.3 Website development

The project creation has created a DotNetNuke installation that is accessible from a temporary domain. You can start developing the website in this installation.

To access the installation:

- 1) **Connect to the client portal**
- 2) **Access the “Reseller / Project” section**
- 3) **Identity the project to access and note the host username and password**
- 4) **Use the “open website” link**

A new browser will open. You can use the host account information to login and begin developing the website

To easily transfer files to the website, you can access the installation using FTP. The information to access the installation using FTP is the same as the one for the website: same domain, use the host username and password as FTP login.

2.4.4 Publishing the project and activation by the client

Once the website is developed and approved by the client, the next step is to publish the website. The publishing process consists of sending an email to the client to invite him to activate his hosting account. The client will receive an email with instructions on how to activate his account. He will access the PremiumDNN website where he will be invited to activate his account in 2 steps:

Step1: complete the user profile

Step2: confirm the order and complete the billing profile

When the client has finished the process, you will receive an email informing you that the activation is complete and the project is now “published”. From this point, you can configure domains and create email mailboxes for the client.

To publish a website:

- 1) **Connect to the client portal**
- 2) **Access the “Reseller / Project” section**
- 3) **Identify the project to publish and use the “Publish” button**
- 4) **Complete the publishing information and use the “Send” button**

2.4.5 Cancelling a project

At any time, you can cancel a project that is under development. This will permanently delete the DotNetNuke installation and end the billing for this “in development” website.

This process is final and will delete all data associated with the project. It will not be possible to recover the deleted information. Use this option only when the project is definitely cancelled.

To cancel a project under development:

- 1) **Connect to the client portal**
- 2) **Access to the “Reseller / Project” section**
- 3) **Identify the project, the use the “Cancel Project” button**

A popup will be displayed, requiring you to confirm the action and stating that all data will be permanently deleted.

2.4.6 Resource restrictions for projects

Some resource usage restrictions apply for “in development” websites:

- 1) Disk space usage must not exceed 512MB
- 2) Monthly bandwidth must not exceed 5GB

Any in development website that exceeds these limits will be automatically suspended. If you need more resources to develop a website, please contact our sales team: sales@premiumdnn.com.

2.5 Support requests management

2.5.1 Support requests handling

Your clients can request support by creating support requests from the client portal. When a support request is created by one of your clients, this request is delivered both to you and the PremiumDNN support team.

Depending on the request type, the PremiumDNN support team will:

- a) Process the request
- b) Add a note that the request should be handled by the developer

2.5.2 Processing a support request

When a support request is created by one of your clients, an email is sent to you with details about the request. This email contains a link that will take you to the support ticket management interface of the client portal.

From this interface, you can use one of the following 5 actions to process the support request:

a) Request more information

Requires more information from the client, when the information provided is insufficient to process and resolve the request

b) Assign as processing

Assigns the “processing” status to the request. Indicates that the request is currently being processed.

c) Assign as under examination

Assigns the “under examination” status to the request. Indicates that the request requires an examination that is currently being undertaken.

d) Add a comment

Adds a comment to the request. Does not change the status of the request.

e) Close request

Indicates that the request is resolved and closes the request. Once a request is closed, no more actions are possible and a new request must be created if more support is needed.

2.5.3 Managing support requests

You will receive an email notification for each action taken for a support request, whether the action was done by the client or by the PremiumDNN support team.

You can view and manage all support requests from the affiliate portal by using the support ticket management interface.

To manage a support request:

- 1) **Connect to the client portal**
- 2) **Access the “Help and Support / Support Requests” section**
- 3) **Identify the support request to manage and use the “Details” button**

2.6 Payment of revenue share gains

2.6.1 Information on payments

For each invoice generated for one of your clients, a percentage of the invoice is transferred to your affiliate account. You can view your account balance at any time, as well as details on the revenues, from the affiliate portal.

You can reclaim the gains associated with the revenue share at any time, also from the affiliate portal. The funds will then be transferred to your Paypal account, from which you will be able to transfer them to your bank account or use them to make online purchases with online stores supporting Paypal payments.

If you do not have a Paypal account, you will receive instructions on how to create your account with your first payment. The Paypal account used is the account associated with the email address configured for the billing contact in the billing profile. You can modify your billing profile from the affiliate portal in the “Profile/Billing Profile » section.

To prevent fraud, some constraints apply to reclaiming your revenues:

- 1) **A 60-day delay is imposed** before you can withdraw your earnings. For instance, the amount associated to an invoice generate on January 1st will be available for withdrawals in March.
- 2) The **minimum amount** for a withdrawal is **\$50**. Until you reach this minimum amount, you cannot transfer your revenues.

For any question regarding payment, please communicate with our sales team:
sales@premiumdnn.com

2.6.2 Reclaim a payment

- 1) **Connect to the client portal**
- 2) **Access the “Reseller / Revenues” section**
- 3) **Use the “reclaim payment” button**

- 4) **Follow the instructions**
- 5) **You will receive an email from Paypal containing instructions on how to access your funds**

3. GET HELP

If you are not registered as an affiliate, you can contact us by email. We will be pleased to answer all your questions and clarify any aspect of our services.

Get help: sales@premiumdnn.com

If you are already registered, please create support requests from your affiliate portal to request assistance, rather than contacting us by email. This enables us to process requests more efficiently.

To get help as a registered developer:

- 1) **Connect to the client portal**
- 2) **Access the “Help and Support / Support Requests” section**
- 3) **Use the “New Request” button and fill in the request details**

You will be notified by email as soon as your request is processed, and about each change to the status of your request.

4. TEST ENVIRONMENT

To test our formula, you can use our "sandbox" environment. This environment, accessible from « sandbox.premiumdnn.com », is a modified version of our client and affiliate portals for testing purposes.

The following aspects differ from the official environment:

a) No credit card required

The invoices are generated in the regular manner. However, all payments are automatically approved, without any credit card charge. The credit card number is not validated when registering in the sandbox. We recommend against using a real credit card number when registering accounts in the sandbox environment.

b) No hosting

The creation of websites and email mailboxes is simulated. There are no websites and no email mailboxes created. The goal of this environment is to enable you to experiment with our tools, completely disconnected from the hosting environment.

c) **Domain registration runs in test mode**

Domain registrations are processed with the Enom test environment. In this mode, we are not connected to the official domain registries, but rather to a virtual registry. The results may not always be representative of real registrations.

The sandbox environment is ideal to experiment with our tools in total freedom, without any consequences for mistakes.

Please note that we may use this environment internally to test new features. The speed and availability of the service are not guaranteed and are not representative of the availability of our services. This environment is intended for testing purposes.

5. SUGGESTIONS

We are sincerely interested in all your comments and suggestions regarding our services. We want this formula to be highly useful for developers and we will continue to improve these services based on your feedback. You can contact our development team directly by email: **dev@premiumdnn.com**