



Kentico+ documentation

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Kentico+ documentation Home

Welcome to Kentico+ documentation!



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What is Kentico+?

Kentico+ is a cloud-based CXM solution. It leverages the functionality of Kentico EMS combined with the computing power of Windows Azure cloud, where it is hosted. You don't need to buy or renew a license or pay for hosting. For a monthly fee, we take care of both for you.

How do I start?

Start by [creating a new project](#). We will require you to enter your payment card number. After that, you can start developing websites on the Kentico+ platform.

Where do I get help?

To learn how to develop websites, see the [Tutorial](#).

To see complete Kentico EMS documentation, visit [Kentico Developer's network](#).

If you need help with your Kentico+ subscription, contact us at plus@kentico.com.

If you need advice on how to use Kentico EMS, write to support@kentico.com. The support team operates non-stop and will be happy to help you.

Creating subscriptions and projects

To start using Kentico+ you need to create a subscription and a project.

A Kentico+ **subscription** represents the virtual computing environment that runs web application **projects**. A subscription resembles a web server with scalable computing power. A subscription also includes a database server and a file system.

Subscription is the billing unit in Kentico+. The base monthly price includes one subscription with database and file system.

A **project** represents an instance of an ASP.NET web application. Each project has its own database on the database server the subscription provides.

1. In the Kentico+ portal, click **New subscription**.
2. Select your **billing plan**:
 - **Pay as you go** – you can terminate the service at any time.
 - **Yearly plan** – you receive a discount from the monthly fee but must use the service for a year. If you decided to terminate the service earlier, we would charge you the difference between the full price and the discounted price.
3. Fill in the following subscription details:
 - **Subscription name**
 - **Data center location** – select a location that is geographically closest to your application's users to ensure fastest response times.
4. Fill in the following project details:
 - **Project name**
 - **Protocol, domain, and port** – the initial address that you will use to access your application. You can add other domains once you create the project.
 - **Service mode** – **Managed mode** is the maintenance-free service mode, but provides you with limited customization options. **Unmanaged mode** provides access to code files and even allows you to run your own application as part of the service. [More information](#)
5. Depending on which Service mode you selected in the previous step, adjust settings listed in the following table:

Managed mode settings	Unmanaged mode settings
<p>EMS version – select the version of Kentico EMS that you want the system to pre-install. Unless you need a specific version, leave the field with its default value, which is the latest and most stable version.</p> <p>Sample site – select a sample site that you want to have pre-installed. Sample sites demonstrate the capabilities of Kentico EMS and provide inspiration for developing your own websites.</p>	<p>Path to your zipped website project – this is the path where you will upload your website project. The path starts in the cm scustomcode container, in the unmanaged folder. You don't need to change this.</p>

6. Click **Create new project**.
 - The system redirects you to the payment portal.
7. Complete the check-out process at the payment portal to verify your payment card.
8. When you complete the check-out, click **Go back to the Kentico+ management portal**.

1. Payment

billing plan

Pay as you go

2. Subscription

subscription name

My subscription

data center location

East US

3. Project

project name

Dave's Online Pet Shop

protocol

http

domain

www.example.com

port

80

service mode

Managed

cms version

7.0.30

sample site

Personal site

create new project

close

Creating a subscription with a project

The system creates a subscription and a project inside the subscription. It takes a few minutes for the subscription and project to initialize. The subscription includes a database and file storage.

Further reading

- [Accessing your web application project](#)
- [Connecting to the database](#)
- [Deploying and changing unmanaged projects](#)

Choosing the right service mode

Kentico+ offers two types of projects – **managed** and **unmanaged**.

Choose managed mode if:


- You want a pre-installed application prepared for immediate use.
- You don't want to customize or extend the application's code.

Choose unmanaged mode if:

- You want to develop your websites in your on-premise environment and want to deploy the project to the cloud after it is finished.
- You want to have full control over the application's code.

Deploying and changing unmanaged projects

Unmanaged Kentico+ projects don't have Kentico EMS pre-installed. If you have a Kentico EMS project and want the project to run in Kentico+ you must deploy it to Kentico+ first.

 You cannot make direct changes to deployed projects. If you want to make a change to a deployed project, you must make the change in your development environment and re-deploy the whole project.

Prerequisites

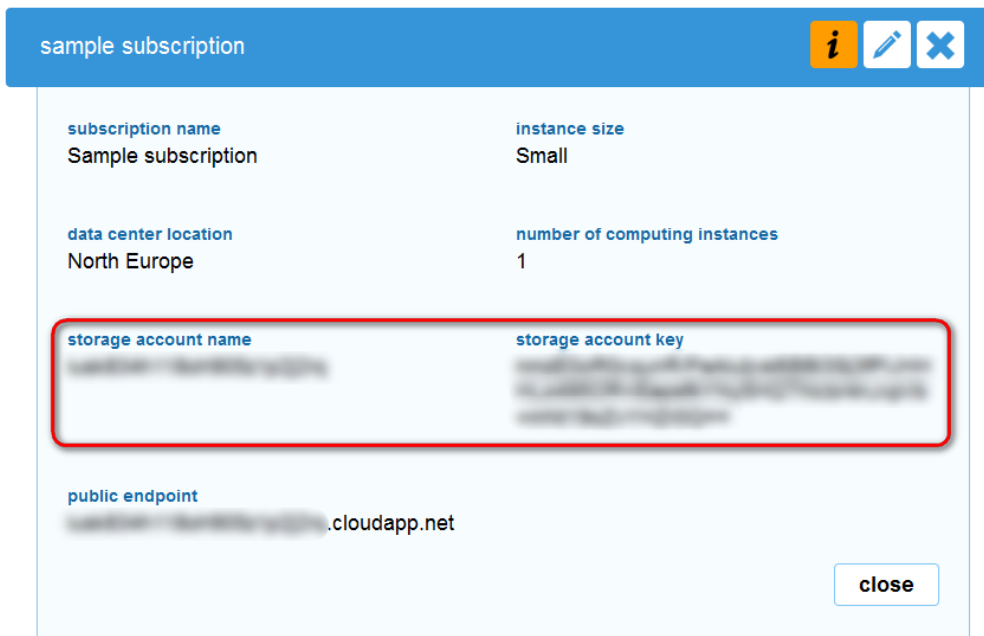
Before you deploy Kentico EMS to an unmanaged project, make sure you have the following:

- Functional Kentico+ subscription and an unmanaged project
- Windows Azure blob storage credentials
- Windows Azure blob storage explorer application, such as [Cloudberry Explorer for Windows Azure](#)
- Working Kentico EMS web application project

Locating your blob storage credentials

You need blob storage credentials to upload your project to the cloud. From there, the system will synchronize it with your Kentico+ project.

To view your blob storage credentials, click **View subscription details** on the subscriptions list page. You need the **Storage account name** and **Storage account key**.




Locating your blob storage credentials

Deploying a project

To deploy a project:

1. Pack the project folder into a ZIP archive.
2. Connect to the blob storage.
3. Select the **cmscustomcode** container and open the **unmanaged** folder.

 This is the default folder. You can change the folder if you edit your project and edit **Unmanaged mode settings**. The path that you enter there must be a path relative to the **cmscustomcode/unmanaged** folder.

4. Upload your zipped project to the **unmanaged** folder.
5. **Edit** your subscription, click **View project details**, then click **Go to synchronization page**.
 - The data synchronization page opens.
6. Click **Synchronize**.

The system replaces any existing files with the uploaded project files.

Adding custom code files to managed projects

Kentico+ allows you to extend your project with your own code files:

- classes (such as custom providers)
- form controls
- modules
- templates
- web parts
- MVC code

To add the code files to your project, you upload them to the project's files storage, and then synchronize the new files using the synchronization page.



You can only extend managed projects in this fashion. If you want to add custom code to an unmanaged project, see [Deploying and changing unmanaged projects](#).

1. [Connect to the file storage](#).
2. Open the **cmscustomcode/managed** folder.
3. Upload your code files into the appropriate folders.
 - The folders reflect the structure of a standard on-premise Kentico EMS project.
4. Open the Kentico+ management portal, **edit** your subscription, click **View project details** next to your project.
5. Click **Go to synchronization page**.
6. On the synchronization page, click **Synchronize**.

The system synchronizes the uploaded files with the application. You can start using the new code files.

Accessing your web application project

You can access the application via the project's preview URL. The project preview URL is an address that the system automatically generates when creating a project.

1. Open the Kentico+ portal on the list of subscriptions.
2. **Edit** your subscription.
3. Click **View project details** next to your project.
4. Click **Go to project preview** under **Project preview**.

Before you can access your application on the domain that you specified when creating the project, you must add a CNAME record to the DNS pointing to the subscription's **public endpoint**.

To find out the public endpoint:

1. Open the Kentico+ portal on the list of subscriptions.
2. Click **View subscription details** next to your subscription.

To access the administration interface, visit **<your project URL>/CMSSiteManager**.

If you want to access your application under more than one URL, you can add other domains to your project. See [Adding domains to your project](#).

Adding domains to your project

If you want your project to be accessible via multiple URLs, you can add domains to it. You add domains to a project under a subscription.

1. In the list of subscriptions, click **Edit this subscription** next to a subscription.
 - The list of projects appears.
2. In the list of projects, click **Edit this project** next to a project.
3. Click **Add domain**.
4. Enter the protocol, domain name, and port for the new domain.
5. Click **Save**.
 - The system adds the domain to your project.
6. Add a CNAME record to your DNS, pointing to the subscription's **public endpoint**.

To find out the public endpoint:

1. Open the Kentico+ portal on the list of subscriptions.
2. Click **View subscription details** next to your subscription.

You can now access your project's administration interface via the domain at **<domain>/CMSSiteManager**.



To be able to visit a website that runs on your project through this domain, add the domain as a domain alias to the website in **Site**

Connecting to the database

Kentico+ subscriptions come with an SQL Azure database server. Each project has a dedicated database on the server.

Locating your database credentials

To find your database server **address**, **user name** and **password**:

1. Click **Edit this subscription** next to the desired subscription.
2. On the projects page, click **Settings**.

The credentials are shown on the right.

To find the **database name** for your project:

1. Click **Edit this subscription** next to the desired subscription.
2. On the projects page, click **View project details**.

The database name is shown in the lower right corner.

Connecting your project to the database

Managed projects are connected to the database and contain Kentico EMS data by default.

If you're using an unmanaged project, you must connect the project to the database manually. You have two options to connect your project to the database:

- entering the database credentials into the database setup wizard
- adding a connection string to your application's web.config

Connection string template

```
<add name="CMSConnectionString" connectionString="Persist Security
Info=False;database=DATABASE_NAME;server=SERVER_NAME;user
id=USER_NAME;password=PASSWORD;Current Language=English;Connection Timeout=240;" />
```

Connecting to the database directly

You can connect to the database directly using, for example, Microsoft SQL Server Management Studio. But before you can do that, you must configure the subscription's SQL firewall. The SQL firewall prevents connection from all IP addresses except those explicitly added to the list of allowed IPs.

1. **Edit** your subscription.
2. Click **Settings**.
3. In the **SQL firewall IPs** box, enter a range of IPs that you want to allow. If you want to allow just one IP, type it into **First IP address**.
4. Click the plus sign.

The entered IPs are allowed to connect to the SQL server.

Increasing or decreasing the computing power

Applications in Windows Azure run on virtual machines with Windows Server. The virtual machines are called instances. By default, each of your Kentico+ subscriptions uses a single instance. You can change the number of instances your subscriptions use and thus increase (or decrease) the computing power that your projects could use.



The cost of running additional instances is not included in the monthly fee.

To change the number of instances:

1. Edit your subscription.

2. Click **Settings**.
3. Type a number into **Number of computing instances**.
4. Click **Save changes**.

The change takes effect in a few minutes. There is no direct way of verifying the change. However, if your project is under heavy load, you will notice a change in performance.

Enabling a CDN

Windows Azure, which hosts Kentico+ subscriptions, allows your application to serve files from a [content delivery network \(CDN\)](#).

To activate a CDN on your subscription, please contact us at plus@kentico.com.

Applying hotfixes to projects

Hotfixes are updates to Kentico EMS, released weekly. Hotfixes fix bugs within the system and sometimes add new functions. Hotfixes are cumulative, which means each hotfix contains updates from the previous hotfix.

You should apply hotfixes to your projects regularly.

Managed projects allow you to apply a hotfix automatically. In unmanaged projects, you must apply hotfixes manually to your development environment and then deploy the whole project to Kentico+.

Applying hotfixes to managed projects

The process of applying a hotfix to a managed project consists of two steps:

- Preparing a hotfix preview, so you can test that the hotfix didn't break your websites.
- Applying the hotfix to production.

To prepare the hotfix preview:

1. Edit your subscription, then click **Edit this project** next to the project you want to update.
2. Click **Apply a hotfix**.
3. Select a **hotfix version**.
4. Click **Prepare hotfix preview**.

The system creates a copy of your project and applies the hotfix to that copy.

Visit the **Temporary website URL** and test your project to verify that the hotfix was applied successfully. After you test the hotfix, you can apply it to the original project:

1. Edit your project.
2. Click **Apply a hotfix**.
3. Click **Apply this hotfix to production**.
4. Choose if you want to apply the hotfix **now** or **at a specified time**.
 - When scheduling hotfix application, specify the application time in the GMT time zone.
5. Click **Apply to production**.

The system applies the hotfix to your project.

Applying hotfixes to unmanaged projects

To apply a hotfix to an unmanaged project:

1. Apply the hotfix to your development environment, e.g., the Kentico EMS web project or web application.
2. Test the update.
3. Deploy the project.

The system replaces your live project with the updated project.

Working with Kentico+ file system

Kentico+ uses the Windows Azure blob storage to store files, both system files and user files. You can use the file storage to:

- Add custom code files
- Deploy unmanaged projects
- Work with backups

Browsing the blob storage

To connect to and browse the blob storage, you need the following:

- A file manager for Windows Azure. We recommend [Cloudberry explorer](#) for Windows Azure.
- Your blob storage credentials
 - ▾ [Locating your blob storage credentials](#)

On the subscription list page, click **View subscription details**. To connect to the storage, you use **Storage account name** and **Storage account key**.

sample subscription

subscription name Sample subscription	instance size Small
data center location North Europe	number of computing instances 1
storage account name [blurred]	storage account key [blurred]
public endpoint [blurred].cloudapp.net	

The storage contains the following folders. Do **not** add, change or remove contents of system folders.

Folder name	System folder	Description
backup	Yes	Contains daily backups of your subscription's database. Never modify the contents in the root of this folder. If you want to save space on your storage, you can delete older backups located in subfolders.
cmscustomcode	No	Allows you to add your code files to your project. The folder contains two subfolders: <ul style="list-style-type: none"> • managed – allows you to add custom code files (e.g., form controls, web parts, providers, etc.) to your managed project • unmanaged – allows you to deploy your unmanaged project.
cmsstorage	No	If you set up storing files in the file system, the application stores files here. Here you can also upload media files to import, or upload an import package.
config	Yes	Contains configuration files needed by Kentico+. Do not change the contents of this folder.
install	Yes	Contains application images which Kentico+ uses to install projects. Do not change the contents of this folder.
logs	Yes	Contains application logs. Logs are used to diagnose problems with your subscription. Do not change the contents of this folder.

Empty folders contain a special file – `$cmsfolder$`. Deleting this file causes the folder to be deleted as well.

Working with backups

Creating backups

Kentico+ creates backups automatically every day.

A backup contains:

- database data in a [BACPAC file](#)
- database views and stored procedures and functions
- website files (such as images, media, web analytics logs, etc)
- project code (custom code in managed mode, whole project in unmanaged mode)

Backups are stored in the subscription's [storage](#) (**backup** folder) and stay in the storage indefinitely.



It may take the system more than 24 hours to back up very large databases. In this case, the system starts to create a new backup as soon as the previous backup finishes.

Restoring backups

To restore a backup, contact us at plus@kentico.com.

Deleting subscriptions and projects

To delete a project:

1. **Edit** your subscription.
2. Click **Delete this project**.

The system deletes your project, its code, and its database. The backup of your project and database remains in your subscription's file storage for two weeks.

Billing information

The base price for Kentico+ consists of the following:

- License costs
- Hosting costs

The following table shows the price for Kentico+ services depending on the used billing plan and currency.

Service	Yearly plan USD	Yearly plan AUD	Yearly plan EUR	Yearly plan GBP	Pay as you go USD	Pay as you go AUD	Pay as you go EUR	Pay as you go GBP
Base license costs	799	799	639	499	999	999	789	649
Base hosting costs	200	200	160	150	200	200	160	150

Services provided for the base price include the following:

- Kentico EMS license for one website
- 1 small instance
- 24/7 support
- Windows Azure hosting
 - 5 GB SQL Azure database
 - 25 GB of disk storage
 - 5 million storage transactions
 - 500 GB of bandwidth
- 40,000 sent e-mails

The parameters that influence the final monthly price are described below.



Examples on this page are all shown in US dollars. Please consult the table above for prices in other currencies.

Total price calculation

The monthly price for Kentico+ is calculated based on the number of sites and instances as follows:

- Total price = ((number of sites X number of instances X license cost) - partner discount) + hosting costs

License costs

The license cost depends on your billing plan:

- Yearly plan – \$799 but you are obliged to subscribe to the service for at least one year. If you cancel before the end of the one year period, you will be charged as if you were using the service for the whole year.
- Pay as you go plan – \$999 with no obligations.

Hosting costs

The cost for hosting and e-mails is \$200. If you exceed the hosting limits or the limit of sent e-mails, the cost increases according to [Windows Azure hosting costs](#) and [SendGrid costs](#), respectively.

Partner discount

If you're a Kentico partner, you are eligible for a license cost discount depending on your partnership type.

Changing subscription parameters in the middle of a billing period

The smallest billing unit is one day. If you change some of the parameters that affect the price of your subscription during a billing period, the new price will be based on the number of days the new parameters are in effect.

If you terminate the service before the end of the current billing period, you will be charged only for the days when the service was active.

Examples

Real world scenario

You are the owner of a skiing resort site *highest-mountains-ever.tld*, which is running on Kentico+ and uses the **pay as you go** plan. It's September and you have a 14 days long special offer starting on 5th September and ending on 19th September. Before this offer begins, you want to send a newsletter to all of your 50,000 registered users. You also want your site to handle more incoming visitors for the special offer period. So far, you were running on Kentico+ using 1 small instance and your hosting costs didn't go above \$200.

Your hosting expenses for September will be as follows:

- Two instances for 14 days (5th to 19th when you expect more visitors on your site) – additional \$29
- 5 GB SQL Azure database – within basic package
- 25 GB of disk storage – within basic package
- 5 million storage transactions – within basic package
- 500 GB of bandwidth – within basic package
- 50,000 sent e-mails (10,000 over basic package limit) – additional \$10

Your hosting total: **\$239**

Your licensing expenses for September will look as follows:

- Standard Pay as you go licensing – \$999
- Two instances for 14th days – additional \$466

Your licensing total: **\$1465**

Your total cost: $\$1465 + \$239 = \mathbf{\$1704}$

A few other examples

- 1 site on 1 instance, yearly plan – \$799 for license + \$200 for hosting = **\$999/month**
- 1 site on 2 instances (covered by SLA), yearly plan - 2 x \$799 + \$260 for hosting = **\$1858/month**
- 1 site on 3 instances, yearly plan – 3 x \$799 for licenses + \$300 for hosting = **\$2697/month**
- 2 sites on 2 instances, one week 3 instances, pay as you go plan – 2 x 2 x \$999 for licenses + 2 x \$233 additional license one week + \$280 for hosting = **\$4742/month**
- 2 sites on 3 instances, yearly plan, Gold Partner discount – 2 x 3 x \$799 for licenses - 30% discount + \$300 for hosting= **\$3656/month**

Billing period and invoicing

A billing period for Kentico+ is one month. The first billing period starts on the day when you create your subscription and project. When creating your subscription and project, you must enter your card number. When your card is verified, you get an invoice for a zero amount. Subsequent invoices will contain actual prices. In other words, we charge you for the period that has passed, not for the upcoming period.