

App Connector Documentation

Intro

App Connector is a CrossBox module that integrates multiple webmail and communication apps into a single interface. Users can switch between different apps and email accounts with ease, while the app management interface allows domain administrators full control over the apps running under their hosting account.

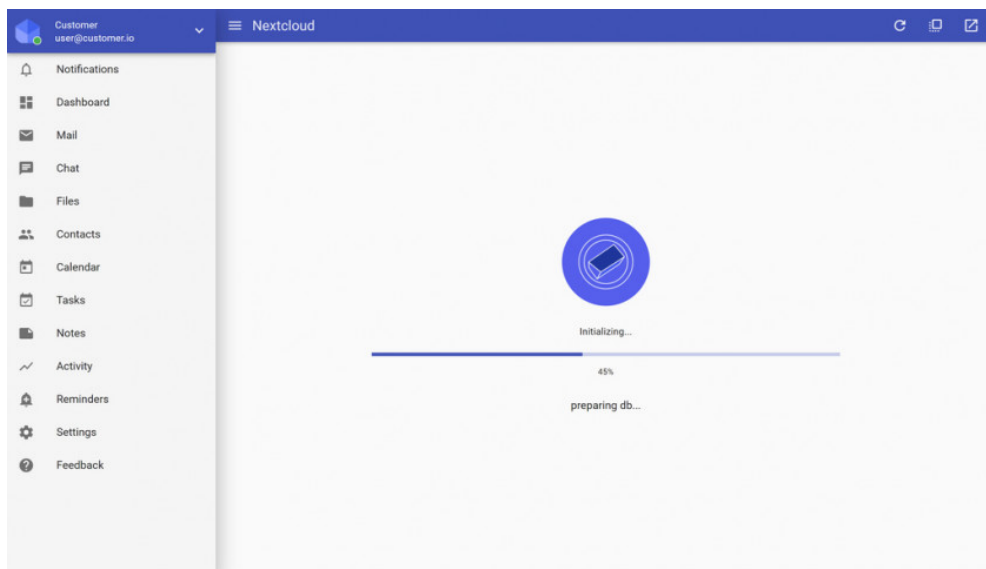
Apps

Currently, App Connector provides integration of the following applications:

- Nextcloud
- Mattermost
- Roundcube
- Rainloop
- Horde
- SquirrelMail

Installation

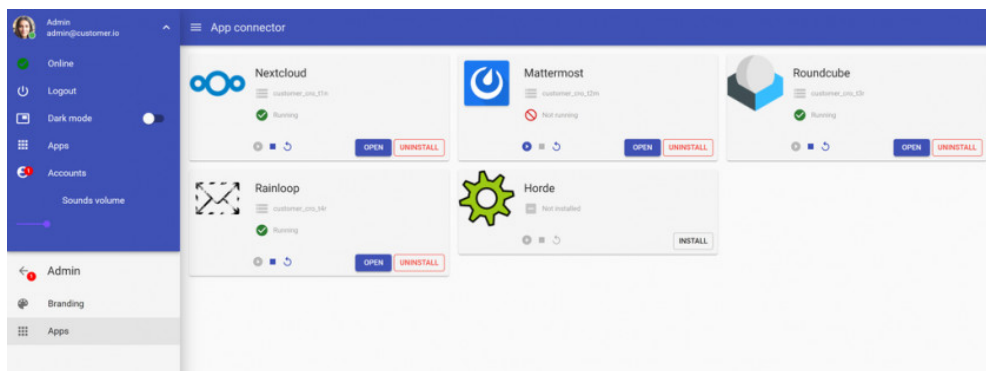
To make apps accessible to the user as fast as possible, CrossBox takes care of the entire setup process. The first time a user tries to access the given app, they are presented with a progress indicator, as shown in the image:



The process of setting up the app takes just a few seconds and completes with the given app loading in the interface. At this point, the app is ready for use, with no additional actions needed from the user.

Start/Stop/Restart/Uninstall

Domain admin (hosting account owner) can use the "Apps" interface to start, stop, restart, or uninstall apps with a simple click.



Quotas

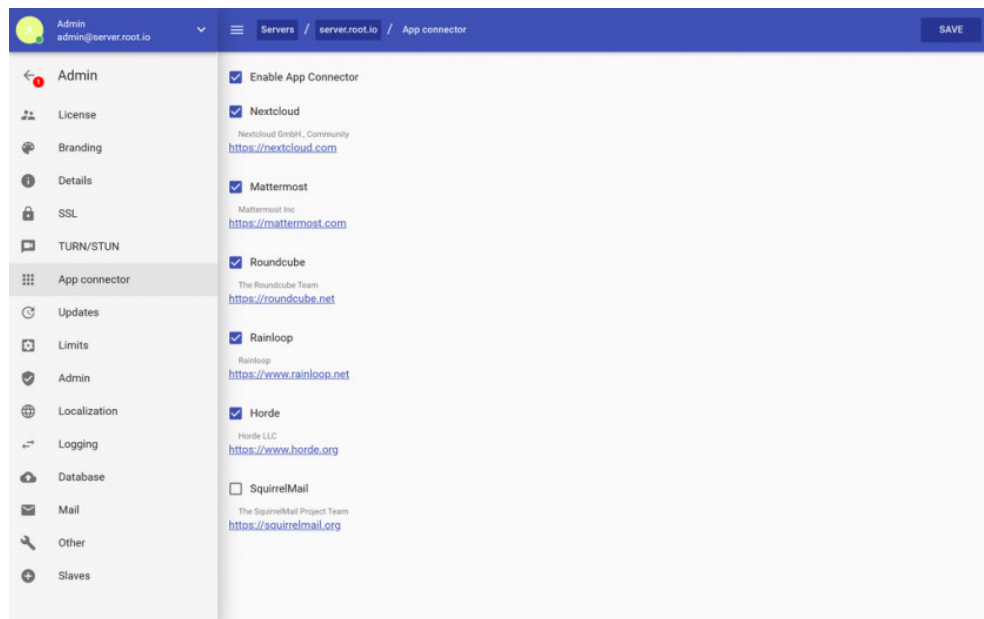
All third-party apps installed by the App Connector adhere to the email and hosting account's disk and database quotas.

Enabling and disabling apps

Enabling and disabling apps can be done on multiple levels:

- server admin (the top level) can decide what apps are available for use generally on the server
- reseller admin (the mid-level) can decide what apps are available for use to the accounts that are under its ownership
- domain admin (the bottom level) can decide what apps are available for the domains they own

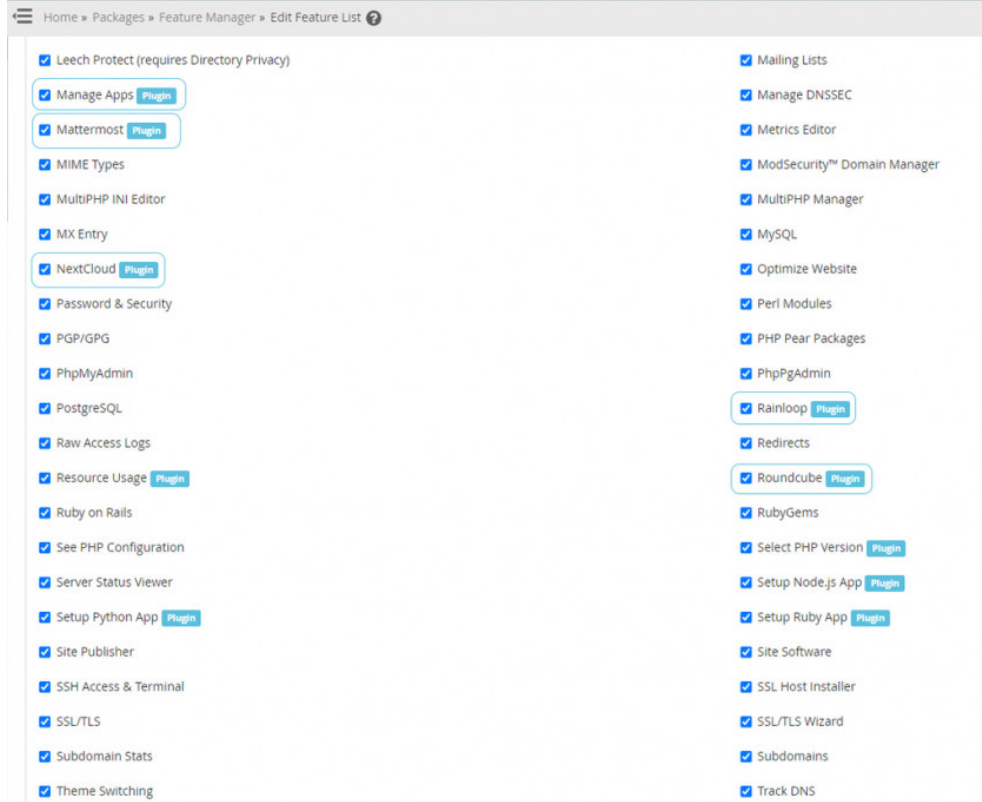
Apps availability is inherited from top to bottom, meaning that if the server admin disables, for example, Mattermost, the levels below won't be able to install it.



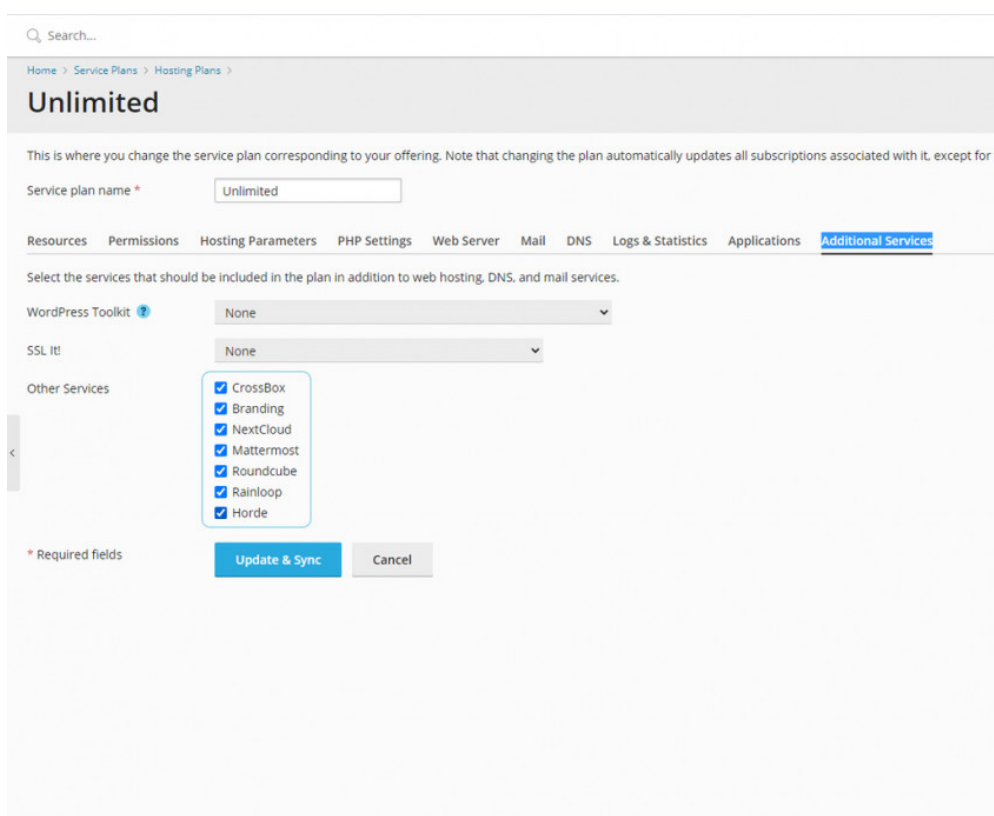
Enabling and disabling apps per hosting package/subscription

This feature is currently supported on cPanel and Plesk and allows server administrator to enable or disable specific apps at the hosting package (service plan) level.

For cPanel, this is done using WHM's feature manager:



For Plesk, this is done using the Additional Services manager:



Control Panel Plugins

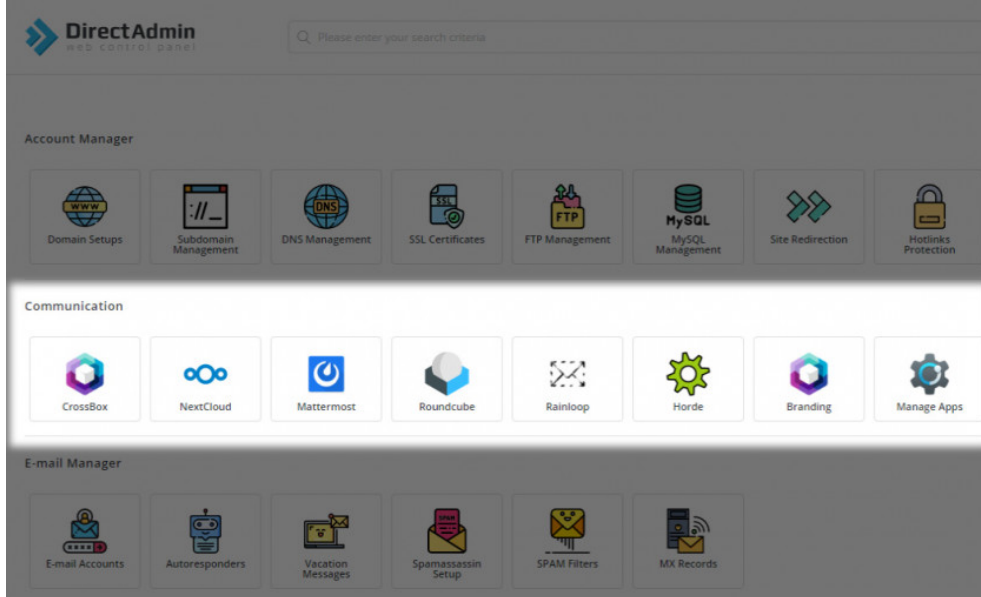
The app connector comes with native plugins for the most popular control panels:

- DirectAdmin
- cPanel
- Plesk

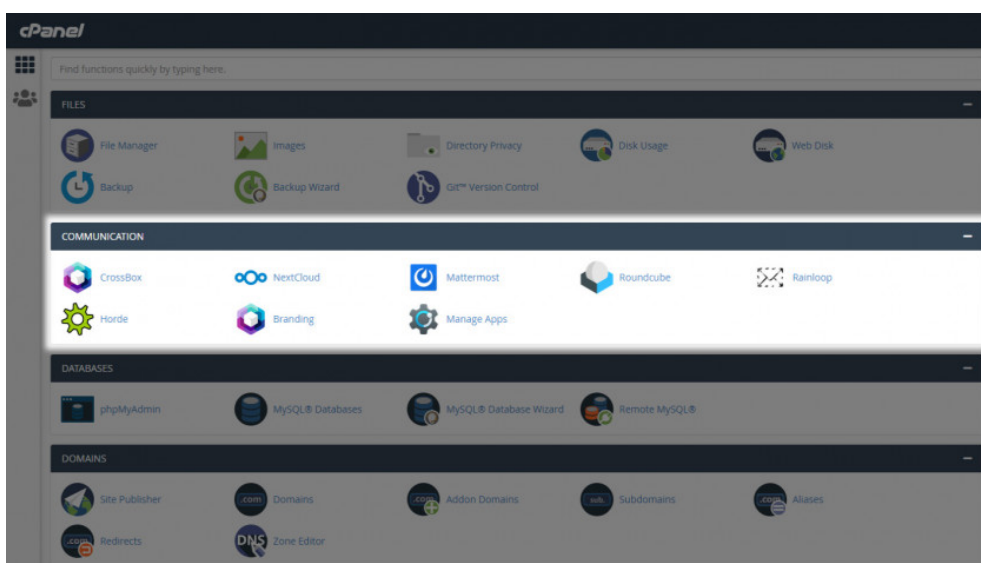
These plugins enable panel users to access all apps quickly from the dedicated communication section:

Quick Access

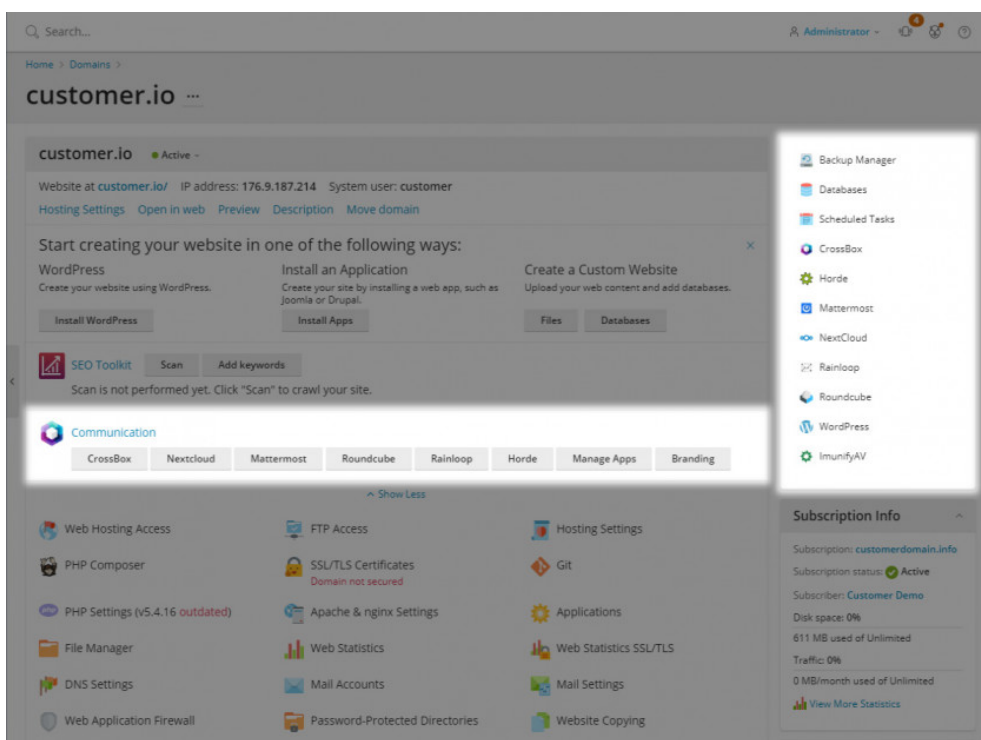
DirectAdmin



cPanel



Plesk



Application Management

By clicking the "Manage Apps" item, users are presented with an intuitive and easy to use interface for starting, stopping, restarting, and uninstalling apps:

DirectAdmin

The screenshot shows the DirectAdmin web control panel. At the top, there's a search bar and a domain dropdown set to 'example.io'. The main section is titled 'Apps' and includes a 'Choose a domain' dropdown. Below this, there are six app cards: CrossBox (Online, Premium), Nextcloud (Online), Mattermost (Idle), Roundcube (Idle), Rainloop (Idle), and Horde. Each card displays the app's status (Running or Idle), installation status (Yes or No), and access options (DirectAdmin, New window, Directly). Descriptions for each app are provided. At the bottom of each card are control buttons: Stop, Restart, and Uninstall for installed apps, and Install for non-installed apps. An 'Administration' section on the right explains how to access the admin area for supported apps (Nextcloud, Mattermost) by logging in as 'admin@example.io'. A 'Note' mentions that users will be redirected to log in when installing an app.

DirectAdmin Web Control Panel © 2021 JBMC Software

cPanel

The screenshot shows the cPanel web control panel. The top navigation bar includes a search bar, a user profile, and a 'LOGOUT' button. The main section is titled 'Apps' and includes a 'Choose a domain' dropdown set to 'user.io'. Below this, there are six app cards: CrossBox (Online, Premium), Nextcloud (Online), Mattermost (Idle), Roundcube (Online), Rainloop (Online), and Horde. Each card displays the app's status (Running or Idle), installation status (Yes or No), and access options (cPanel, New window, Directly). Descriptions for each app are provided. At the bottom of each card are control buttons: Stop, Restart, and Uninstall for installed apps, and Install for non-installed apps. An 'Administration' section on the right explains how to access the admin area for supported apps (Nextcloud, Mattermost) by logging in as 'admin@user.io'. A 'Note' mentions that users will be redirected to log in when installing an app.

Plesk

Search: Administrator

Home > Domains > customer.io >

Communication

Apps

List Grid Refresh

CrossBox ONLINE

Status: Running Installed: Yes Access via: Plesk New window

Description: Designed for those who settle only for the best — CrossBox is beautiful, dazzlingly fast, and comes with advanced features that provide you and your team with cutting-edge communication technologies.

Start Restart Uninstall

Nextcloud ONLINE

Status: Idle Installed: Yes Access via: Plesk New window Directly

Description: Nextcloud is a free web-based file sharing and storage solution that allows documents to be synced from any computer or mobile device and integrated with other external platforms. It also provides chat and web collaboration tools such as the NextCloud Talk.

Stop Restart Uninstall

Mattermost STOPPED

Status: Stopped Installed: Yes Access via: Plesk New window Directly

Description: Mattermost is an open-source, self-hostable online chat service with file sharing, search, and integrations. It is designed as an internal chat for organizations and companies.

Start Restart Uninstall

Roundcube ONLINE

Status: Idle Installed: Yes Access via: Plesk New window Directly

Description: Roundcube is a free, browser-based multilingual IMAP client with an application-like user interface. It provides full functionality you expect from an email client, including MIME support, address book, folder manipulation, message searching and spell checking.

Stop Restart Uninstall

Rainloop ONLINE

Status: Idle Installed: Yes Access via: Plesk New window Directly

Description: Rainloop is a popular free Open Source Web Application that offers users a swift and contemporary web interface for accessing emails on a majority of commonly used domain mail providers such as Outlook, Yahoo, and Gmail, in addition to local mail servers.

Stop Restart Uninstall

Horde

Installed: No

Description: Horde Groupware Webmail Edition is a free, enterprise ready, browser based communication suite. Users can read, send and organize email messages and manage and share calendars, contacts, tasks, notes, files, and bookmarks.

Install

Administration

For the apps that support it (currently Nextcloud and Mattermost), you can access the admin area by logging into the app as `admin@customer.io`

Note

When installing the app, you'll be redirected to log in. Once you log in, the app setup will be completed and you can return here to manage the app.

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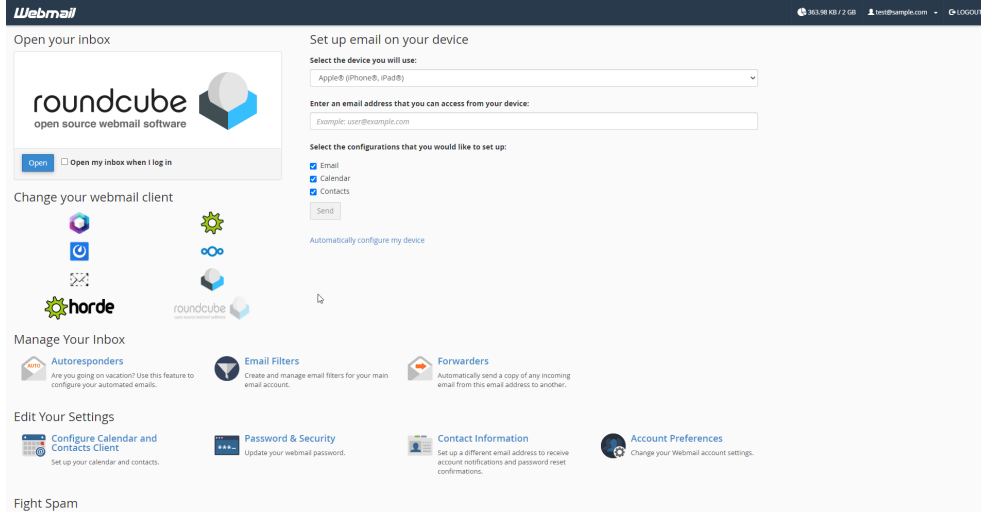
cPanel Webmail

Apps are available for use through the cPanel's Webmail System. The auto login feature is also fully supported:

Open your inbox

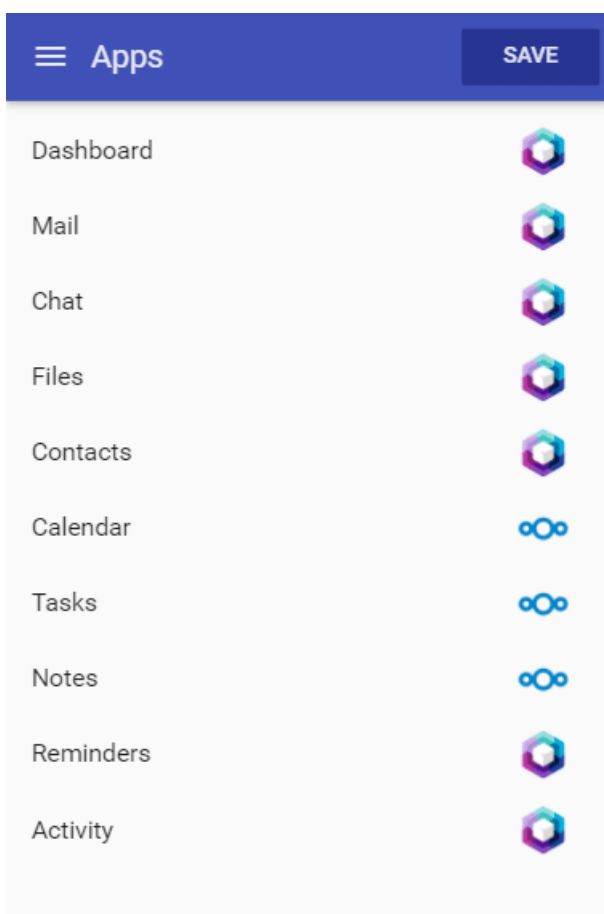
☐ Open my inbox when I log in

Change your webmail client



Module Mapping

Using the module mapping interface located in Settings -> Apps, each user can freely map modules to dedicated apps. For example, a user can choose CrossBox for email but Nextcloud or Horde for the calendar. Users can also choose to disable certain modules entirely.



Known Issues

"Manage Apps" section within DirectAdmin may not work if the user has 2FA enabled for the account.

- Revision #8
- Created 4 years ago by [Docs Admin](#)
- Updated 4 years ago by [Docs Admin](#)