



OFFICIAL DOCUMENTATION

Clistor

3.1

Installation, Product Guide, Administration,
Troubleshooting & Reference

Edition 3.1 · 2026

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Run Clistor with confidence.

A practical, production-minded guide to installing, configuring, and operating Clistor 3.1 — from the first database connection to campaigns, automation, forms, reporting, users, branding, and support.

3.1

Current Clistor
release

48

Modern built-in
templates

8

Professional template
categories

Self-hosted

Runs on infrastructure
you control

QUICK START

From ZIP to first login

The safest route is simple: prepare the hosting environment, install from the clean release package, use the correct public Application URL, then verify the core product surfaces before real campaign work.

1

Prepare the server

Use a modern PHP 8.3-class runtime, a MySQL 8-class database, a PHP-capable web server, and HTTPS for production.

2

Create a dedicated database

Prepare the database name, hostname, user, and password before opening the installer.

3

Upload the clean Clistor package

Keep the directory structure intact and do not carry a live configuration or runtime license-state file from another installation.

4

Complete the installer

Enter the final public Application URL, database details, license information, and administrator credentials.

5

Verify the first login

Confirm that Home, Contact Lists, Contacts, Email Campaigns, Templates, Forms, Statistics, Settings, and Help open normally.

6

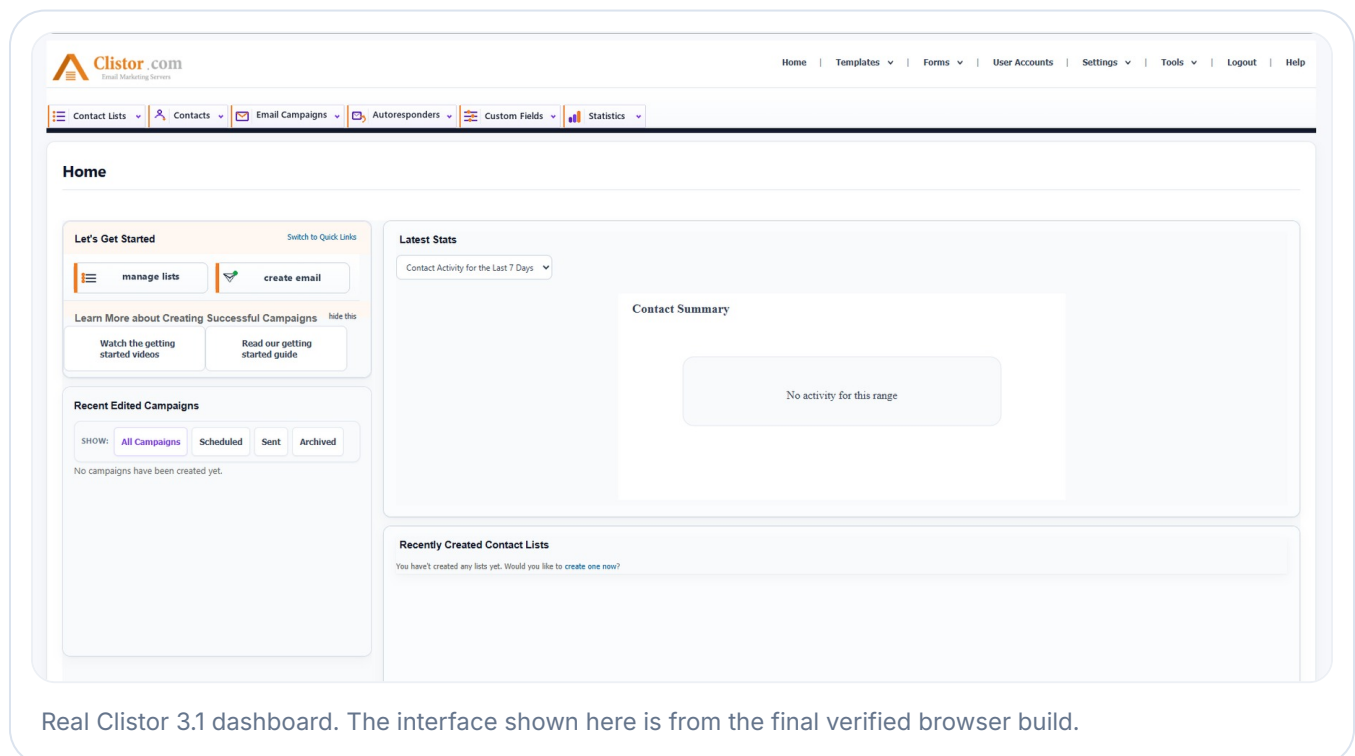
Configure before production use

Review branding, support links, sending settings, users, permissions, backups, and scheduled tasks before working with a real audience.

PRODUCT INTERFACE

The main Clistor workspace

Clistor keeps high-frequency workflows in the primary navigation and administration tools in the utility navigation.





Contact Lists

Organize audiences into manageable lists.



Contacts

Add, search, manage, import, and export contact records.



Email Campaigns

Create and manage the email work you send.



Autoresponders

Build automated follow-up workflows.



Custom Fields

Define the data structure you need for contacts.



Statistics

Review campaign and audience reporting surfaces.

EVERYTHING IN ONE GUIDE

Documentation built around real workflows



Installation

Server preparation, database setup, Application URL, license activation, first login, and production checks.



Product Guide

Contacts, campaigns, autoresponders, templates, forms, custom fields, statistics, and built-in Help.



Administration

User accounts, permissions, settings, branding, backups, scheduled tasks, and security practices.



Troubleshooting

Fast checks for database access, links, login, writable paths, scheduled tasks, and sending configuration.



Reference

Verified environment, package structure, support contacts, online documentation, and operational checklists.



In-product Help Center

Clistor also includes an internal searchable Help Center for task-focused guidance while you work.

Documentation philosophy: this guide describes verified Clistor 3.1 behavior and conservative operational practices. It does not promise deliverability, compliance, unlimited sending, or commercial terms that depend on your license, provider, infrastructure, audience, or local law.

INSTALLATION

Install Clistor 3.1 cleanly.

A beginner-friendly production installation path that keeps configuration, database state, license state, and server details specific to the target environment.

1. Prepare the hosting environment



Verified environment

- ✓ Modern PHP 8.3-class runtime
- ✓ MySQL 8-class database server
- ✓ PHP-capable web server
- ✓ HTTPS for production use
- ✓ A final public hostname or domain



Before you begin

- ✓ Prepare a dedicated database and database user.
- ✓ Have the intended public Application URL ready.
- ✓ Use an administrator password unique to Clistor.
- ✓ Keep secrets out of screenshots and public tickets.

Hosting note: PHP modules and web-server configuration vary between hosting providers. If your host uses a control panel, use its PHP/MySQL tools or ask the host to provide an equivalent PHP 8.3/MySQL 8 environment.

2. Use the clean release package

Upload or extract the Clistor 3.1 installable package into the web root or subdirectory where the application will remain.

Clistor_3.1_Installable_V2_Final.zip

Keep the original directory structure intact. Do not copy a live `config.php` from another installation and do not move an existing installation's runtime license-state file into a new server.

PATH	PURPOSE
<code>/index.php</code>	Root compatibility entry point.
<code>/admin/</code>	Main Clistor administration application.
<code>/includes/</code>	Public styles, JavaScript, images, and supporting resources used by the installed application.

3. Prepare the database

Create a database reserved for this Clistor installation and a dedicated database user. Keep database access private to the application host or a trusted network whenever possible.

INSTALLER FIELD	WHAT TO ENTER
Database Hostname	The MySQL hostname reachable from the web server.
Database Name	The database created for Clistor.
Database User	The dedicated MySQL account Clistor will use.
Database Password	The password for that MySQL account.
Table Prefix	An installation-specific prefix when your setup uses one.

4. Extract the files into the final site path

Place the files where Clistor will actually run. Installing in the final path avoids unnecessary URL and permission changes later.

Permissions: give the web server write access only where Clistor needs runtime storage, temporary data, or session storage. Do not make the entire application world-writable.

5. Set the Application URL correctly

The Application URL is the base address Clistor uses when it builds links back into the product. Enter the exact public scheme, hostname, and base path.

Domain-root example

```
https://mail.example.com
```

Subdirectory example

```
https://example.com/clistor
```

- ✓ Use **https://** for production once TLS is configured.
- ✓ Include the subdirectory if Clistor is not installed at the domain root.
- ✓ Do not leave localhost, a development hostname, or an old migration path in production.

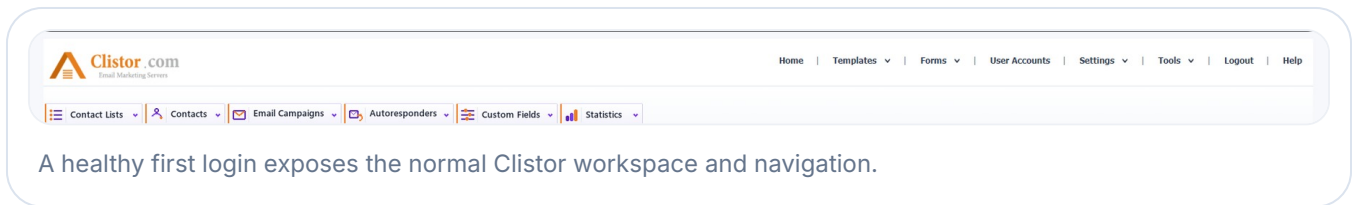
6. Complete setup and license activation

Enter the requested administrator and license details in the installer. Production activation is intended for the real deployment hostname; localhost or direct IP testing may not be suitable for a production license.

Keep credentials separate: do not reuse the database password as the Clistor administrator password.

7. Verify the first login

After the installer completes, sign in and confirm that the main product surfaces load before doing any production work.



- ✓ Home dashboard loads without errors.
- ✓ Contact Lists and Contacts open normally.
- ✓ Email Campaigns can be created and edited.
- ✓ Built-in Email Templates open and previews work.
- ✓ Forms and Statistics load.
- ✓ Settings, Help, and the version/status view open correctly.

8. Configure the installation before real use

Application setup

- ✓ Review sender and sending-related settings for your environment.
- ✓ Configure branding, support, and updates links.
- ✓ Create only the user accounts your team needs.
- ✓ Review permissions before sharing access.

Operational setup

- ✓ Verify HTTPS and database privacy.
- ✓ Configure scheduled tasks/cron used by your workflow.
- ✓ Back up the database and application files.
- ✓ Confirm that installer/setup routes no longer expose the setup UI.

9. Test before a real campaign

Create a small controlled test list, add a test contact, create a campaign, select a built-in template, preview the message, and confirm the workflow behaves as expected.

Go live only after: links, sender details, sending configuration, scheduled tasks, unsubscribe behavior, and reporting surfaces have been reviewed in your own environment.

Core workflows, without the guesswork.

Clistor 3.1 groups audience management, campaign creation, automation, design, data capture, and reporting into clear working areas.

Contacts & Lists

Use Contact Lists to organize audiences and Contacts to work with the individual records inside them.



Contact Lists

Create and manage the lists that organize your audience.



Contacts

Add and manage contact records, including single-record and multi-record workflows.



Search

Use the Contacts search tools to locate records, including the advanced-search workflow available in Clistor.



Import & Export

Move contact data into or out of Clistor using the available import/export tools.



Custom Fields

Define additional fields for the contact data your organization needs to maintain.



Suppression & Bounce Work

Use the available suppression, unsubscribe, and bounce-processing tools as part of list hygiene.

Recommended workflow: define your list and custom fields first, then import or add contacts, review the resulting records, and only then build campaigns against the intended audience.

Email Campaigns

Campaign work lives under Email Campaigns: create, manage, preview, schedule, and review the messages you prepare for your audience.



Create & edit campaigns

Build campaign content and manage existing campaign work.



Choose a template

Start from one of the built-in designs and customize the message.



Schedule sending

Use Clistor's scheduled sending workflow when the installation's scheduled tasks are configured.



Review results

Use the Statistics area after sending to evaluate the available reporting.

Before sending: verify the recipient list, sender information, subject, links, unsubscribe content, and the final rendered message. Sending performance and deliverability depend on your mail infrastructure, configuration, reputation, content, and recipients.

Automation



Autoresponders

Configure automated follow-up messages tied to the relevant list/workflow behavior exposed by your Clistor installation.



Trigger Emails

Clistor includes trigger-email and trigger-statistics surfaces for automated message workflows and their reporting.

Automation is only as reliable as the scheduled-task configuration behind it. If automated work does not run, check the application's scheduled-task/cron configuration and the server's task scheduler.

Email Design & Templates

Clistor 3.1 includes **48 modern built-in email templates across 8 professional categories**. Templates are intended as working starting points: choose one, customize the content, preview it, and keep the final message aligned with your own brand.

- ✓ Built-in templates are available from the Templates area.
- ✓ Custom templates can be maintained for reusable designs.
- ✓ Use larger previews to review the message before sending.
- ✓ Use the Image Manager for image assets used by campaign content.

48

Built-in
templates

8

Template
categories

Local

Template
assets ship
with Clistor

Editable

Designed for real
campaign
customization

Forms & Data Capture

Use Forms together with Contact Lists and Custom Fields to collect and structure subscriber information.



Website Forms

Create and manage the forms exposed by Clistor for contact/subscriber workflows.



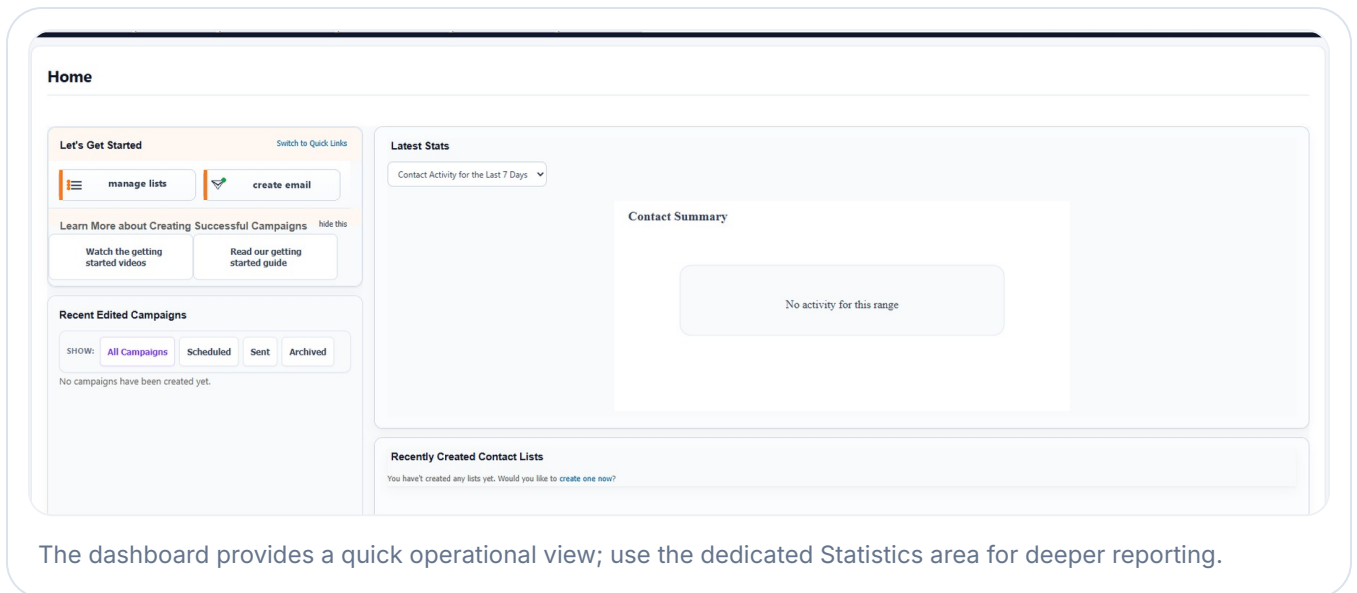
Custom Fields

Define the additional fields the form and contact workflow needs to collect.

Good practice: collect only the data you genuinely need and make sure your own legal, consent, and privacy requirements are satisfied before publishing a form.

Statistics & Reporting

Use the Statistics area to review the reporting surfaces available for campaign, contact/list, and automated/trigger workflows.



Built-in Help Center

Clistor includes an internal searchable Help Center with task-focused guidance for getting started, lists, contacts, campaigns, autoresponders, forms, custom fields, scheduled sending, statistics, bounce processing, suppression/unsubscribes, user accounts, settings, troubleshooting, support, and email marketing tips.

Inside Clistor: open **Help** from the top utility navigation whenever you need guidance without leaving the application.

Configure Clistor for your organization.

Keep user access, visible branding, operational settings, scheduled work, backups, and security under deliberate administrative control.

User Accounts & Permissions

Use **User Accounts** to create and manage administrative access. Give each person only the access needed for their role.

Account hygiene

- ✓ Use unique administrator credentials.
- ✓ Disable or remove accounts that are no longer needed.
- ✓ Review access after role changes.
- ✓ Do not share one administrator password among a team.

Permission hygiene

- ✓ Grant access to the minimum required product areas.
- ✓ Limit account-management privileges to trusted administrators.
- ✓ Review list/template/segment access where applicable.
- ✓ Re-check permissions before onboarding a new operator.

Settings

The Settings area is the main place to review environment-specific application values. Configure sending-related values according to the mail infrastructure you actually use.

Do not copy settings blindly between servers. Hostnames, URLs, database access, mail infrastructure, filesystem paths, and license state can be environment-specific.

Branding & visible support links

Clistor 3.1 includes administrator-controlled fields for visible product/footer links. Use them when you need a customer-facing deployment with your own support destinations.

SETTING	PURPOSE
Brand Label	Visible brand text shown in the configured product/footer area.
Brand URL	Destination URL associated with the brand label.
Updates Label	Visible text for the updates/news destination.
Updates URL	URL used for product or organization updates.
Support Label	Visible support text.
Support URL	Support destination used by the visible link.

Scheduled tasks & automation

Scheduled sending and automated workflows depend on the server-side scheduler used by your deployment. Configure cron/scheduled tasks according to the Clistor task instructions available inside your installation and the controls provided by your hosting environment.

- ✓ Confirm the scheduled task is enabled on the server.
- ✓ Confirm it runs under an account with the required access.
- ✓ Review server logs if the task runs manually but not on schedule.
- ✓ Use the internal Help Center article for scheduled sending and cron troubleshooting.

Production security checklist



Application & network

- ✓ Use HTTPS for production access.
- ✓ Keep database access private.
- ✓ Do not publish configuration files or server paths.
- ✓ Protect the hosting control panel and SSH account separately.



Operations

- ✓ Back up the database and application files before major changes.
- ✓ Keep runtime secrets out of public support screenshots.
- ✓ Review user accounts periodically.
- ✓ Verify installer/setup access is closed after installation.

Backups & change management

A usable backup needs both the database and the application files relevant to your installation. Take a backup before upgrades, migrations, major settings changes, or infrastructure work.

Restore testing matters. A backup is only useful if you know how to restore it. Test your own backup procedure on a non-production environment where practical.

Help & support

Use the internal Help Center first for task-focused guidance. For product assistance, use the official channels listed below.

Telegram Support

@clistors

Email Support

clistor.com@gmail.com

News & Updates

@clistorapp

Start with the smallest reliable check.

Most installation and operation problems become easier once you separate database access, URL configuration, filesystem permissions, scheduled tasks, authentication, and sending infrastructure.

Database connection fails

1 Re-check all four connection values

Hostname, database name, database username, and database password must match the target server.

2 Confirm network access

The MySQL server must accept connections from the web server or trusted network where Clistor runs.

3 Confirm database privileges

The dedicated database user needs the permissions required for installation and normal application operation.

Links point to the wrong host or path

Review the Application URL. It must match the real public scheme, hostname, and base path.

Common mistake: leaving `localhost`, an IP address, or an old migration subdirectory in a production configuration.

Runtime files cannot be written

Verify that the web-server/PHP account can write to the directories intended for runtime storage, temporary files, and sessions. Do not solve a permissions problem by making the entire application world-writable.

Administrator login fails

- ! Confirm you are using the Clistor administrator credentials, not the database credentials.
- ! Confirm the installation completed and the site is using the intended database.
- ! Clear only normal browser/session state if you suspect a stale session; do not delete application configuration blindly.
- ! If the password was changed by another administrator, use the supported account-management/recovery process for your installation.

License activation is rejected

Use the intended production hostname for activation. Production licenses can be domain-bound and may reject localhost or direct-IP environments.

Do not work around license checks by modifying application code. If the deployment hostname is correct and activation still fails, contact Clistor support with the domain and the non-sensitive error message.

Scheduled work does not run

Application checks

- ✓ Confirm the required scheduled task is configured.
- ✓ Confirm the relevant campaign/autoresponder is enabled and configured.
- ✓ Review the internal Help Center article for scheduled tasks.

Server checks

- ✓ Confirm cron/scheduler is enabled.
- ✓ Confirm the task executes under the correct account.
- ✓ Review the hosting/system logs for scheduler errors.

Email sending does not work

Troubleshoot the application configuration and the mail infrastructure separately.

1. Verify the configured sending method and server details.
2. Verify authentication details with the mail provider.
3. Verify the required outbound network ports are permitted by your hosting provider/firewall.
4. Test with a controlled recipient before a real list.
5. Use Clistor statistics and server/provider logs to narrow down where the failure occurs.

Deliverability is not the same as sending success. A message can leave your server and still be filtered or rejected later. Provider policy, domain authentication, IP/domain reputation, content, list quality, and recipient systems all matter.

A page looks incomplete or an asset is missing

- ✓ Confirm the full release package was uploaded with the directory structure intact.
- ✓ Hard-refresh the browser after changing static files.
- ✓ Confirm your web server serves the included CSS, JavaScript, images, and resource paths normally.
- ✓ Do not add custom rewrite rules until you have proven they are necessary.

When to contact support

Contact support when the environment matches the documented requirements but Clistor still fails at a repeatable step.

Useful support information: Clistor version, PHP/MySQL versions, the page/action that fails, the visible error message, and a screenshot with passwords, tokens, database credentials, license keys, and private server paths removed.

REFERENCE

Clistor 3.1 operational reference.

Verified product facts, important URLs, package notes, support channels, and checklists for customers and administrators.

Verified product facts

ITEM	REFERENCE
Product	Clistor 3.1
Deployment model	Self-hosted PHP application
Verified PHP environment	PHP 8.3-class runtime
Verified database environment	MySQL 8-class server
Built-in email templates	48 modern templates
Template categories	8 professional categories
Primary product areas	Contact Lists, Contacts, Email Campaigns, Autoresponders, Custom Fields, Statistics
Utility areas	Templates, Forms, User Accounts, Settings, Tools, Help
Internal Help Center	Included and searchable inside the application

Official URLs

DESTINATION	URL
Website	https://clistor.com
Online Documentation	https://clistor.com/documentation/
Public Demo	https://demo.clistor.com
Telegram Support	https://t.me/clistors
News & Updates	https://t.me/clistorapp
Email Support	clistor.com@gmail.com

Installable package

`Clistor_3.1_Installable_V2_Final.zip`

The installable package is the application payload. This documentation folder can be shipped alongside it without modifying the installable ZIP.

Documentation assets & credits

This documentation package uses first-party Clistor screenshots supplied from the verified Clistor 3.1 interface, inline first-party SVG interface icons created for the documentation, and system UI fonts. It adds no remote images, remote fonts, stock photography, or third-party icon packs.

Software dependency notices and licenses that belong to the Clistor application itself should remain with the application distribution where applicable.

Support request checklist

- ✓ State that you are using Clistor 3.1.
- ✓ Describe the exact page or workflow that fails.
- ✓ Include the visible error message.

- ✓ Include PHP/MySQL versions when the issue is installation-related.
- ✓ Include a screenshot when it helps explain the problem.
- ✓ Remove passwords, tokens, database credentials, license keys, and private paths.

Scope & responsibility

Infrastructure matters. Clistor is self-hosted software. Server administration, mail-provider policy, DNS, domain authentication, network/firewall rules, legal compliance, list consent, deliverability, backups, and disaster recovery remain responsibilities of the operator and the services they choose.