

Control Panel

User Guide



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Doc ID: CONTROL.004 (7/27/05)

Contents

Introduction	Chapter 1
	Overview 1
	Looking at the interface 1
	Account Glance 2
	Resources Available 2
	Control Panel Language 3
	Options 3
Account Manager	Chapter 2
	Overview 4
	Account Information 4
	Resource Information 5
	Billing Information 5
	Invoice Delivery Format 6
	Editing Personal Information 6
Add Package	Chapter 3
	Overview 7
	Adding a Package 7
Anonymous FTP	Chapter 4
	Overview 9
	Managing Anonymous FTP 9
	Using Anonymous FTP 9
Archive Manager	Chapter 5
	Overview 10
	Managing Archives 10
ASP	Chapter 6
	Overview 12
	Why use ASP? 12
	How does ASP work? 12
	Enabling ASP 13

Billing History	Chapter 7	
	Overview	14
	Understanding the table	14
Billing Update	Chapter 8	
	Overview	16
	Updating your information	16
Change Password	Chapter 9	
	Overview	17
	Changing your password	17
ContentXpress	Chapter 10	
	Overview	18
Cron Job Manager	Chapter 11	
	Overview	19
	Using Cron Job Manager	19
CartXpress	Chapter 12	
	Overview	21
DBXpress	Chapter 13	
	Overview	22
	Templates	22
Domain Registration Manager	Chapter 14	
	Overview	24
	Renewing Domains	24
	Registering Domains	24
	Editing Administrative Contact Information	24
Error Manager	Chapter 15	
	Overview	25
	Using Error Manager	25

Microsoft Frontpage Extensions	Chapter 16	
	Overview	28
	Installing	28
	Uninstalling	29
FormMail	Chapter 17	
	Overview	30
	Required files	30
	Configuring FormMail	30
	Default configuration file	30
	Using File Manager to edit the configuration file	32
	Using SSH to edit the configuration file	33
	Uploading the configuration file via FTP	34
	About form structure	34
	The form itself	34
	Getting information from users	35
	Submitting the form	36
	Sample Form	36
	About input fields	37
FTP User Manager	Chapter 18	
	Overview	42
	Managing Users	43
GatewayDefender	Chapter 19	
	About GatewayDefender	45
	Installing	45
	Managing	46
	Administering	46
	Changing passwords	47
	Removing	47
GeoTrust QuickSSL	Chapter 20	
	Overview	49
Guestbook Manager	Chapter 21	
	Overview	50
	Installing Your Guestbook	50

	Administering your Guestbook	51
	Viewing your guestbook	51
	Technical Information about Configuration	52
	For more information	53
	Removing your guestbook	53
Help	Chapter 22	
	Overview	54
ht://Dig	Chapter 23	
	Overview	55
	Installing ht://Dig	55
	Configuring ht://Dig	55
	Setting up search and result pages	56
	Indexing your website	57
	Using ht://Dig	58
Invision PowerBoard	Chapter 24	
	Overview	59
	Installing Invision PowerBoard	59
	Using Invision PowerBoard	60
JSP	Chapter 25	
	Overview	61
	How JSP works	61
	Enabling JSP	61
	Using JSP	61
	Adding Servlets	61
Mail Manager	Chapter 26	
	Overview	62
	Managing email addresses	62
	Mailing Lists	63
	Security Control	63
	Mailbox Quotas	64
Mailing List	Chapter 27	
	Feature Overview	66

	Creating Lists	66
	Editing lists	67
	Deleting Lists	67
	Editing Moderators	68
	Administering Lists	68
	Emailing and subscribing to the list	69
Email Support	Chapter 28	
	Overview	70
	Receiving email support	70
MySQL Database Manager	Chapter 29	
	About the MySQL Database Manager	71
	Looking at the interface	71
	Creating databases	71
	Changing the Language of a Database	72
	Building Tables	72
	Browsing Records	75
	Performing Table Operations	77
	Managing Users	79
	Exporting	81
Mime Types	Chapter 30	
	Overview	85
	Using mime types	85
Network Query Manager	Chapter 31	
	Overview	87
	Using the Network Query Manager	87
NetBuilder	Chapter 32	
	Overview	89
	Using NetBuilder	89
	Uninstalling NetBuilder	90

Newsletter	Chapter 33	
	Overview	91
	Using newsletter	91
Parked Domain	Chapter 34	
	Overview	92
	Registering a Parked Domain	92
PGP Mail	Chapter 35	
	Overview	94
	What is PGP?	94
	Installing PGP	95
	Required Form Fields	95
	Optional Form Fields	96
Phone Support	Chapter 36	
	Overview	97
	Using phone support	97
Poll Manager	Chapter 37	
	Overview	98
	Getting Started	99
	Configuring the form method	100
	Configuring the Poll Information	100
	Configuring the Voting options	100
	Displaying Results	101
	CSS Support	102
	User configurable variables within the script	103
Protect Directories	Chapter 38	
	Overview	104
	Protecting Directories	104
Quaranteen	Chapter 39	
	Overview	106
	Enabling Quaranteen	106
	Configuring Quaranteen	106

Redirect URL	Chapter 40	
	Overview	109
	Redirecting URLs	109
Resource Meter	Chapter 41	
	Overview	111
Secure Mail Manager	Chapter 42	
	Overview	112
	Sending Secure Mail	112
Java Servlets	Chapter 43	
	Overview	114
	Installing Java Servlets	114
	Using Java Servlets	114
Secure Server	Chapter 44	
	Overview	115
	Using Secure Server	115
	Updating Certificates	116
	Dummy Certificates	117
Site Statistics	Chapter 45	
	Overview	118
	Pop-up Navigation	119
	Full Statistics	119
	Hits	120
	Items/ URL	120
	Browser Type	121
	Reference URL	121
	Domains	122
	Reverse Domain	122
SpamGuard	Chapter 46	
	Overview	123
	Installing SpamGuard	123
	Configuring SpamGuard	123

SpamVault	Chapter 47	
	Overview	126
	Using SpamVault	126
Search Engine	Chapter 48	
	Overview	128
	Installing	128
	Indexing	128
	Configuring	128
SSH	Chapter 49	
	Overview	130
	Using SSH	130
SiteXpress	Chapter 50	
	Overview	132
	Understanding user types	132
Upgrade Control Panel	Chapter 51	
	Overview	133
	Upgrading	133
Virtual Name Servers	Chapter 52	
	Overview	134
	Installing	134
Web Calendar	Chapter 53	
	Overview	135
	Installing	135
	Using WebCalendar	136
Web Counter	Chapter 54	
	Overview	137
	Using Web Counter	137
	For More Information	139

Web Site Builder

Chapter 55

Overview	140
Constructing your web site	140
Editing your website	140

Chapter 1: Introduction

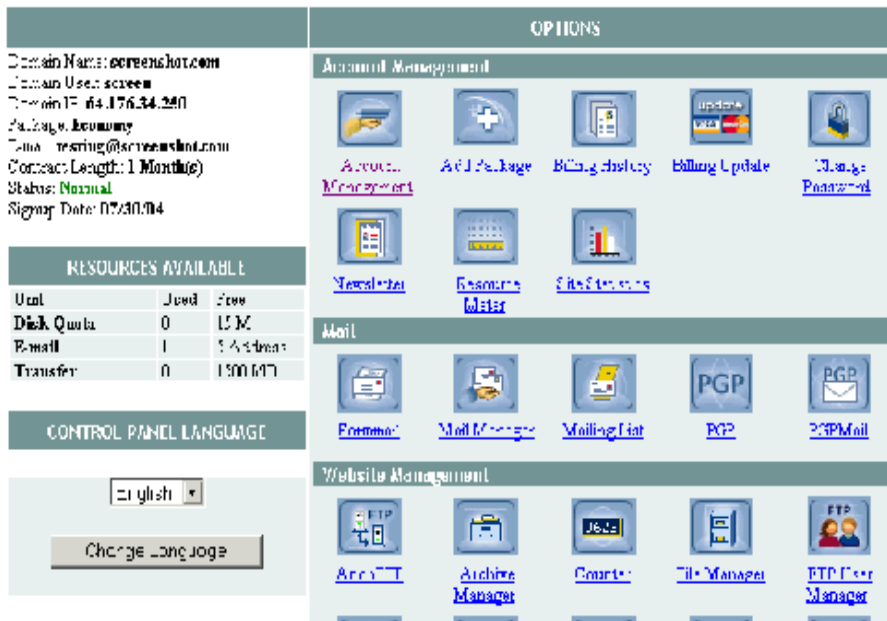
Overview

The Control Panel allows complete customization of your domain. From it, you can control your FTP and Mail accounts, view your statistics, as well as add many interactive features. For example, you can:

- add and manage email accounts
- track site statistics, such as number of visitors and your most popular pages
- build customized, professional looking web sites in minutes
- manage complete, customizable on-line stores and communities
- set-up individual FTP users and allow your site visitors anonymous FTP access.

Looking at the interface

The Control Panel is divided into four (4) main sections: *Account Glance*, *Resources Available*, *Language*, and *Options*. The Account Glance section describes basic account information. Resources Available displays the amounts of your resources that you've used, and how much you have left. The Language section is an opportunity to set the language in which you access your Control Panel. Options are the features included in your Control Panel; they are represented by icons.



Account Glance

Domain Name Your domain name (the address users type into their browser to access your website).

Domain User The username you use to log into the Control Panel.

Domain IP The numerical internet address of your domain.

Package The base package of your domain. Your package determines the options available to you in your Control Panel.

Email Your main email address.

Contract Length The length of the contract you have with your hosting provider for your Control Panel.

Status Your Control Panel's current status. Generally, this is *Normal*, but can also be *Grace Period* or *Suspended*. *Grace Period* means that payment for your domain is late, but your hosting provider has given you a grace period to settle the outstanding account before your account is *Suspended*.

Signup Date The date you signed up for your account.

Resources Available

The Resources Available shows resource use by resource name, how much of the resource has been used, and how much of resource is still available for use. This information will be displayed in either a graph or text-based table.

User Databases On MySQL enabled domains, you are allowed to add a certain number of databases.

Disk Quota The amount of space your domain may occupy on the server.

Email The number of POP and IMAP email accounts you may give out.

Mailing List The number of mailing lists you may create to be hosted on your domain.

MySQL Quota The amount of space your databases may occupy on the server.

Transfer The amount of data that may pass in and out of your domain during a 30-day period.

Control Panel Language

You may change the language in which you view your Control Panel to *English*, *Spanish*, *German*, or *French*.

To change the Control Panel Language:

Select the language desired from the drop-down menu.

Options

The features that are available to you to manage your domain are listed in the *Options* section. Each feature is represented by an icon and a title.

To access a Control Panel feature:

Click that feature's icon.

Chapter 2: Account Manager

Overview

The Account Management option allows you manage all the information pertaining to your account. This page displays the details of your account, package, resource, and billing information. You may also manage alarms and determine your invoice delivery format.

To access your Account Manager:

Click the Account Management icon in your Control Panel.



Account Information

The Account Information section lists your basic user and account information:

User Name The username you use to log into the Control Panel.

Status Your Control Panel's current status. Generally, this is *Normal*, but can also be *Grace Period* or *Suspended*. *Grace Period* means that payment for your domain is late, but your hosting provider has given you a grace period to settle the outstanding account before your account is *Suspended*.

Package The base package of your domain. Your package determines the options available to you in your Control Panel.

Activation Date The date the Control Panel was created.

Domain Your domain name.

Home Directory Path The path you will access if you log-in to your domain via SSH or FTP.

IP address The numerical internet address of your domain.

Hosting Server The server your domain resides on.

Package Information This is information specific to your package(s).

Package Name The name of the package. Control Panel packages generally begin with BASE. Optional packages may begin with other characters.

Contract Length The length of the package contract, in months.

Start Date The date the package was activated on your Control Panel.

Next Due Date Your next billing date for the package.

Discount The percentage discount you received when you signed up for the package, if any.

Resource Information

This section discusses your account's used and available resources.

Disk Quota The amount of space your domain may occupy on the server.

Email The number of POP and IMAP email accounts you may give out.

Mailing List The number of mailing lists you may create to be hosted on your domain.

Transfer The amount of data that may pass in and out of your domain during a 30-day period.

Billing Information

Customer Your name.

Contract Length The length of your Control Panel contract.

Last Billing The due date of your last payment.

Next Billing The due date of your next payment.

Payment Terms Your payment method.

Invoice Delivery The manner in which you receive your invoices.

Edit Alarm Limit

Request an email notice when your total data transfer, disk space, or database space exceed certain limits, which you determine. A confirmation appears at the top of the screen when you click Submit.

To change the Alarm Limit Notification:

- 1** Enter the new usage level at which you will to be notified if your account exceeds, or enter zero if you would not like to be notified.
- 2** Select whether you would like to be notified by email or not alerted.
- 3** Click Submit.

Invoice Delivery Format

Determine the manner in which your invoices will be delivered.

To change the invoice delivery format:

- 1** Select the radio button beside the method of delivery you would like (*HTML* or *Text*).
- 2** Click Submit.

Editing Personal Information

To edit your personal information:

- 1** Click the Edit Personal Information link at the bottom of the Account Management page.
- 2** Edit the fields you wish to change.
 - Start Date
 - Personal Information
 - Billing Information
- 3** Click Submit. A confirmation page will be displayed.

Chapter 3: Add Package

Overview

As a domain owner, you may want to add more resources and services to your control panel, as your website grows. The Add Package tool allows you to do this, by listing the package upgrades available to you with your current package. If you would like to add something that isn't listed, please contact your hosting provider.

To access Add Package:

Click the Add Package icon in your Control Panel.



Adding a Package

To Add a Package:

Add Package		
Adding additional packages to your Control Panel gives you a way to increase the resources available to you as well as gain access to additional tools and services that are not already present in your current Control Panel. The following additional packages are available for your domain:		
Package Choice		
	Package Name	Monthly Price
<input type="radio"/>	FREE +1meg MySQL Disk Quota	\$0.00
<input type="radio"/>	FREE +1 MySQL Db Count	\$0.00
<input type="radio"/>	email +10addrs	\$4.00
<input type="radio"/>	disk space +20m	\$5.00
<input type="radio"/>	transfer data +1000mb	\$40.00
Please select the contract length <input type="text" value="Quarterly"/>		
<input type="button" value="Next"/> <input type="button" value="Clear"/>		

- 1 Select the packages you would like to add (if the package you wish to add is not available, contact your account representative).
- 2 Select the contract length from the drop-down menu.
- 3 Click Next.

- 4 The package name, notes, price, contract length, discount, set-up fee, and totals will display. If the information is correct, click Apply.
- 5 You will receive a notification if the package was successfully added.

Chapter 4: Anonymous FTP

Overview

Anonymous FTP (*File Transfer Protocol*) allows others to access files on your site through FTP, without using a separate user account. Users login with the username *anonymous* and use their *email addresses* as their passwords. This saves you from having to assign large numbers of usernames and passwords, when distributing files to many people through FTP. For security reasons, anonymous FTP users may only login to specific directories.

To access the Anonymous FTP Manager:

Click the AnonFTP icon in your Control Panel.



Managing Anonymous FTP

To install Anonymous FTP:

Click Install AnonFTP.

To remove Anonymous FTP:

Click Remove AnonFTP.

Using Anonymous FTP

During the anonymous FTP installation, a directory called <domain>-anonftp will be created. This directory will contain two subdirectories: /pub and /incoming.

Place files that you would like to be available for anonymous downloading in your /pub directory. Users may access this directory at ftp://<domain>/pub. The /pub directory may be read from the web, but it is not writable; users will not be able to make changes to directory contents.

Files that users upload will be placed in your /incoming directory. Users can access this directory at ftp://<domain>/incoming. The /incoming directory is writable from the web, but not readable. Users will be able to add files, but will not be able to view the contents of the directory.

For security reasons, your users may not upload and download to the same directory. You are responsible for moving files from /incoming to /pub to insure user availability.

Chapter 5: Archive Manager

Overview

The Archive Manager allows you to compress and/ or extract any files from your home directory. For example, if you have a number of files that you wish to backup, you may select all the files, then create a backup file that contains all of them in a compressed format.

Backups are an important precaution against loss or corruption of your files. If something happens to your domain, you may use these files to restore it to its original state. We advise that you store an extra copy of your backup off-network, just in case. Backups may also be used for archival purposes.

Note: The compressed file will count against your disk quota.

To access the Archive Manager:

Click the Archive Manager icon in your Control Panel.



Managing Archives

Archive Manager

The archive manager will allow you to compress and or extract any files within your home directory.

To compress a script:

- 1) Click on the directory or directories, file or files, you would like to compress (do this by clicking in the check box next to the script).
- 2) Click on compress.
- 3) Choose the name you would like for the archive.

To extract a script:

- 1) Choose the script to extract (do this by clicking in the check box next to the script).
- 2) Click on Extract.

To compress a file or group of files:

- 1 Select directories or files to compress.
- 2 Click Compress.
- 3 Select type of zip format. You have the option of a Unix format (tar) or a Windows™ format (WinZip™ Compatible).
- 4 Choose the archive name. If you wish to put the file in a subdirectory, enter it before the filename, and add a slash (/). The subdirectory you chose must already exist. The archive manager will not create directories for you.
- 5 Click Submit. Your file will be compressed.

To extract a script:

- 1 Choose script to extract by clicking the box next to it.
- 2 Click Extract.
- 3 You will be asked for an *Output Directory*. If you wish to use the current directory, enter a slash (/). Otherwise, enter the name of the directory to which you would like the file to be extracted.
- 4 Click Submit. Your file will be extracted.

Chapter 6: ASP

Overview

You may use ASPs (Active Server Pages) on your domain. ASPs are HTML pages with embedded scripts, and are used to create dynamic web content. The scripts can be written in any language, and are interpreted by server when the page is loaded.

To access ASP:

Click the ASP icon in your Control Panel.



Why use ASP?

APSS may be used to dynamically generate web pages. For instance, ASP can put random thoughts of the day on your home page, create a shopping cart for customers, or even link website content to your (ever changing) inventory. ASP pages tend to be easier to maintain than CGI scripts, due to their increased readability.

An ASP page is a web page with sever-side scripts embedded in the flow of HTML. Sever-side scripts are processed on the server, rather than on users' computers. The end result is an HTML page. The user never sees the scripts, but they'll be able to see their effects.

ASP scripts can be written in any language (perl, Visual C++, or C to name a few), but the most common combination is VBScript for server-side scripts, and Java Script for client-side scripts.

How does ASP work?

- 1 A user requests an .asp page.
- 2 The browser requests the page from the server.
- 3 The server recognizes the page as a .asp page.
- 4 The server executes all of the code on the page, line by line, and produces an HTML page.
- 5 This HTML page is sent back to the user's browser.

6 The browser executes any client side scripting (Java Script, for example), then displays the resulting HTML page.

Enabling ASP

To enable ASP:

ASP Manager

ASP has not been enabled for **screenshot.com**.

To enable ASP, please click here:

For more resources and help with ASP go to [Sun™ ChiliSoft™ ASP](#)

If you do not have ASP enabled on your domain, click Enable ASP. You should receive a confirmation stating that the server will complete your request within 10 minutes.

Chapter 7: Billing History

Overview

Billing History allows you to review the billing history associated with your domain. You can view past invoices, added packages, payment methods, and your current balance.

To access your billing history:

Click the Billing History icon in your Control Panel.



Your current balance will be displayed at the top of your screen.

Billing History

Balance : -\$397.06

Billing History (1 - 6 of 6)													
Ref#	Domain	Package	Type	Date	Notes	StartDate	Unit Price	Length	Discount	credit	Debit	Balance	
341	screenshot.com	ESTP	setup fee	07/30/04	Setup	07/30/04		0	-	-	19.00	19.00	Invoice
342	screenshot.com	BECN	Economy	07/30/04	-	07/30/04	9.95/mo	1	-	-	9.95	28.95	Invoice
343	screenshot.com	EPCK	pay by check	07/30/04	placed order payment - by check					0.00	-	28.95	

Understanding the table

Reference Number The number used to track each billable action.

Domain Your domain name (the address users type into their browser to access your website).

Package The name of the package a particular entry concerns. Control Panel packages generally begin with BASE. Optional packages may begin with other characters.

Type of Package The name or description of a package.

Date The date the package was ordered.

Notes Any notes regarding the package.

Start Date The day the package was activated.

Unit Price The price of the package.

Length The length of the package contract, in months.

Discounts The percentage discount you received when you signed-up for the package, if any.

Credit The amount your account was credited.

Debit The amount your account was charged.

Balance Your current balance.

To print a hard copy of an invoice:

Click on the date and then use your browser's print command to print the invoice. Click your browser's Back button to return to the Billing History page after printing.

Note: If you have not yet received your first bill, no dates will be displayed.

Chapter 8: Billing Update

Overview

Billing Update lets you update your billing information and your off-network email address.

Note: You will be asked to provide your Control Panel username and password when you click on the Billing Update icon.

To access Billing Updates:

- 1 Click the Billing Updates icon in your Control Panel. A new window will open.



- 2 You may be asked to accept a secure certificate, especially if you have never accessed Billing Updates before. Accept the certificate.

- 3 Enter your control panel username and password when prompted for a login, and click OK.

Updating your information

To update your billing information:

- 1 Update the appropriate items (payment method, name of card, cardholder name, card number, expiration date).
- 2 Click Update Billing Information. The page will reload with your new information. Close the window when finished.

To update your Off-Network E-mail Address:

- 1 Fill in the Off-Network email address form.
- 2 Click Update Off Network E-Mail Information. The page will reload with your new information. Close the window when finished.

Chapter 9: Change Password

Overview

This option allows you to change your Control Panel password. Your password must be between six and eight characters long, begin with a letter, and be made up of alphanumeric characters.

To access Change Password:

Click the Change Password icon in your Control Panel.



Changing your password

To change your password:

- 1 Enter password.
- 2 Enter new password.
- 3 Enter new password again for confirmation.
- 4 You will also be given the option of changing the password for your domain database. If you wish to change your domain database password, click on the radio button beside Change my domain database password. Otherwise, make sure the button beside Do not change my domain database password is selected.

Note: Your Control Panel password affects your ability to access your domain database installation from your Control Panel. If you do not change your database password at same time as your Control Panel password, you will not be able to access your MySQL database from the Control Panel.

- 5 Click Submit.
- 6 Verify the change. Click OK to continue. A confirmation page should appear, informing you that the change will take affect within ten (10) minutes.

Note: If NetBuilder is installed, changing your password will also change your NetBuilder password.

Chapter 10: ContentXpress

Overview

ContentXpress, powered by Postnuke, is a powerful content management system designed to foster *online communities*. Using ContentXpress, you can quickly develop and deploy a content-rich website dedicated to your area of interest. You can then leverage built-in utilities to allow your visitors to become members who actively *collaborate* on the evolution of your enterprise.

ContentXpress includes a wide variety of pre-installed, ready-to-go features; you choose the ones that are right for the type of website you want to build, and customize them to suit your goals. For example, you can:

- control the layout and structure of your website and edit the default names of components to support your website's focus.
- precisely define how visitors register to become members.
- publish your own content and invite members to do the same.
- offer categorized directories of web destinations and downloadable media.
- allow users to post comments (and set up how these comments are moderated).
- conduct polls.
- display rotated content (quotes and *this-day-in-history* factoids)
- sell banner advertisements.
- find out who is linking to your website.
- associate selected content with a particular language so it is only displayed when your user chooses to view the website in that language.
- determine which content is the most popular with your users.

Chapter 11: Cron Job Manager

Overview

Unix uses a utility called *cron* to run user-created scripts at certain intervals. Crons can be invaluable for performing regular tasks associated with your website. For example, you could write a script that backs-up your MySQL database, then run it every Sunday at 2 a.m., or you could write a script to email invoices to all of your clients, and set it to run daily at 5 p.m.

Cron Job Manager is designed to make scheduling cron processing simple and painless. By default, the run-time of each entry in the Cron Job Manager will be displayed in an easy-to-read format. However, when the scheduling particulars are complex, the entry may only be viewable in Advanced mode. When viewing the entries in Advanced mode, you will see exactly how they are formatted to be read with Cron.

Note: This chapter explains how to use the Cron Job Manager to schedule cron jobs; it does not provide instructions on how to author the scripts you can run.

To access the Cron Job Manager:

Click the Cron Manager icon in your Control Panel.



Using Cron Job Manager

To add a cron job:

- 1 Click on Add New Entry.
- 2 A form will be displayed with the following fields:
 - *Command* a unix command containing detailed instructions for the cron.
 - *Description* a brief description of what the job does.
 - *Suspended* option to suspend the cron job, that is, save it, but manual disable it.
- 3 Use the time intervals to determine when the job will run.
- 4 Click Apply and the cron job will be enabled.

Cron Job Manager allows you to set up jobs you manage through your email. The output and completion status can be sent to an email address that you specify.

To specify the email address to which the results of your cron job will be mailed:

- 1 If you have not already entered an address, click the No Address Specified link. Otherwise, click the email address that displays to change it.
- 2 Enter your email address when prompted.
- 3 Click Apply.

To run a cron job in advanced mode:

Click on Change to Advanced Format.

Changing to the advanced mode shows you the run times in code rather than the times shown in the simple mode.

To cancel a cron job:

In both the simple and advanced modes, you may cancel a cron job by clicking the X under Enabled. This will bring up a confirmation page. Click Remove and the entry will be deleted.

Chapter 12: CartXpress

Overview

CartXpress, powered by osCommerce is an online shop e-commerce solution. It features "out-of-the-box" installations that allow store owners to set up and maintain online stores, with very little effort.

CartXpress provides you with an open e-commerce platform by combining the best in open-source solutions. osCommerce's open-source aspect allows you to be part of an online community of people who share the same goal of improving your ability to get your products to your customers in an easy manner, which will encourage the customers to return again and again.

The interface of CartXpress is easy to use. There are many osCommerce features that are available in CartXpress, and can be accessed from your store's homepage.

Chapter 13: DBXpress

Overview

DBXpress is a database administration tool designed with the *novice* user in mind. You simply select the ready-made template you want to work with, enter your data, and DBXpress generates your database. You can then run reports to extract records that match your specified search criteria and present these records on the screen according to your preferences.

Templates

Teacher Student Grades template Designed for a teacher, instructor, professor or other educational professional. (Category: Education).

Contacts template Designed for people who need to maintain an extensive list of personal or professional contacts. (Category: Membership Organization).

Membership template Designed for people who need to track personal and financial details of an organization.(Category: Membership Organization).

Employees template Designed for small business owners who need to track information about their employees. (Category: Small Business).

Inventory template Designed for small business owners who need to track products, inventories, suppliers, purchase orders, transactions and shipping methods. (Category: Small Business).

Restaurant Menu template Designed for restaurant owners who need to manage menu items, ingredients, preparation time and meal categorizations. (Category: Small Business).

Recipe Collection template Designed for cooking enthusiasts who want a convenient way to store their recipes. (Category: Personal).

Music Collection template Designed for the music enthusiast who wants a convenient way to store information about a collection of musical recordings. (Category: Personal).

Movie Collection template Designed for the movie fan who wants to store information about a personal movie collection. (Category: Personal).

Wine Collection template Designed for the wine collector who needs to keep track of a wine stock. (Category: Personal).

Property Listing template Designed for the real estate professional who needs to track of property listings. This template allows you to store property specifications (number of rooms, baths, etc.) as well as when the property was offered for sale, when it was sold and to whom. It also stores information about the real estate agency or firm associated with the property. (Category: Real Estate).

Chapter 14: Domain Registration Manager

Overview

The Domain Registration Manager allows you to quickly and easily renew domains.

To access the Domain Registration Manager:

Click the Domain Registration Manager icon in your Control Panel.



Renewing Domains

- 1 Click the Manage button beside the domain you would like to renew.
- 2 Your domain name and renewal fee will display.
- 3 Choose a renewal period (the choices range from one to ten years) and click Renew Domain. A new screen will load with the new renewal date of your domain.

Registering Domains

- 1 Click the Manage button beside the domain you would like to register.
- 2 A page will load with a Register Domain link. Click this link.
- 3 Select a registration period (1 to 10 years).
- 4 Fill out the rest of the form with your first and last name, address, city, state, zip code, country, phone number, fax number, and email address.
- 5 Click Submit. You will receive a confirmation stating that your domain has been registered.

Editing Administrative Contact Information

- 1 Click the Manage link beside the domain you would like to edit.
- 2 Click the View Domain link.
- 3 Scroll down to Administrative Handle, and click the Edit link.
- 4 You may change your contact information here.
- 5 Click the Update Contact Information button when finished.

Chapter 15: Error Manager

Overview

If a visitor's attempt to view a page on your website fails, the server will generate and send an error page, which is displayed in the visitor's browser. These default error pages are not terribly attractive—consisting of an error code and a cryptic description of what went wrong in unstyled HTML—but they are easy to replace with custom error handlers. Since an error handler can be any page you wish, it is easy to base an error handler on the same template you used to build your website (e.g. same navigation bar, same text style, etc.).

Note: If you use any Error Code handlers, FrontPage extensions will not work correctly. If you wish to use FrontPage extensions, please install FrontPage first, and then use FrontPage to install the Error Handler(s) of your choice.

To access the Error Manager:

Click the Error Manager icon in your Control Panel.



Using Error Manager

Error Page Manager

- If you install any Error Code handlers, Frontpage extensions will not install correctly. If you wish to use Frontpage extensions on your domain, please install Frontpage first, and then add the Error Handler of your choice.
- Note to Internet Explorer users: If you are not seeing your custom Error Page when the error code occurs, please click [here](#)

Step One: Choose an Error Code.	
Error Code	<input type="text" value="Choose an Error Code."/> Choose an Error Code.
Type	400 Bad Request 401 Authorization Required 403 Forbidden 404 Requested URL Not Found 405 Method Not Allowed 408 Request Timeout 500 Internal Server Error 503 Service Unavailable
	Type of action.
	URL or Message.

To Install an Error Code Handler:

1 Select the error code you would like to change from the drop-down menu.

2 Select type of Action. The types of actions you may choose are:

Default No further action necessary.

URL You will need to enter the URL or choose a file from your www directory.

Message You will need to enter the message you wish displayed in the text-box.

3 Click Apply Changes.

Error Code	Description
400 Bad Request	The request was denied to do a syntax error in the request.
401 Authorization	The request was denied because the person trying to access the page does not have permission to access the data. Generally this occurs because the user has incorrectly inputted a username and password, but may also occur if you have limited access to a page by IP address, and the user's IP is not on your allowed list.
403 Forbidden	The request was denied because the person trying to access the page does not have permission to access the data. Generally this occurs because the user has incorrectly inputted a username and password, but may also occur if you have limited access to a page by IP address, and the user's IP is not on your allowed list. This also may appear if the sever was not able to send the data requested.
404 Requested URL not found	The document requested does not exist on the server. This often occurs due to mistyped URLs and links that have not been updated.
405 Method Not Allowed	The web server is not configured to allow the requested action.
408 Request Timeout	Communications between the server and the visitor have taken too long, so the server has closed the connection. This could be due to server load, bandwidth issues, the client being disconnected from the Internet, etc.

Error Code	Description
500 Internal Server Error	The server encountered an error. This is often caused by a scripting problems and failed database access attempts.
503 Service Unavailable	The server is down due to maintenance or overload, and cannot fulfil the request.

Chapter 16: Microsoft Frontpage Extensions

Overview

Microsoft FrontPage Extensions are a set of server-side applications that allow multi-user authoring of websites and remote authoring (writing directly to the server from your own computer). They also facilitate several other web tools, including forms, counters, and discussion boards. It is not necessary to install FrontPage to take advantage of these services, since you are provided with, or may purchase, web tools that are easily installed on your website.

Note: Installing FrontPage Extensions does *not* install Microsoft FrontPage on your computer. FrontPage is a separate software program you may purchase on your own.

Installing Microsoft's FrontPage extensions will disable utilities in the Control Panel. Enabling FrontPage extensions tells the server that FrontPage will perform certain functions in lieu of the Control Panel. These options include:

- Website Builder
- Redirect URL
- Mime Types
- Protect Directories

To access the Microsoft FrontPage Extension Manager:

Click the MS FrontPage icon in your Control Panel.



Installing

To install Microsoft FrontPage extensions:

Click Install FrontPage. You will see a confirmation page informing you that the extensions will be installed within ten minutes. After you reload the FrontPage Extension Manager, you will be asked to verify that you want to install the extensions. Click Verify.

Microsoft Front Page Extension Manager

If you want to use Front Page on your site, you must install Front Page extensions on your domain. This will allow Microsoft Front Page to have all the functionality it is capable of on our servers.

WARNING: Front Page uses the same access file as Directory Protection. Use of Front Page and our Directory Protection could cause errors. If you are going to use Front Page, please use the directory protection it provides.

Front Page Extensions have not been installed on [screenshot.com](#)

To install Front Page Extensions, please click here: [Install Front Page](#)

Uninstalling

To uninstall MS FrontPage:

Click on Remove FrontPage Extensions. A confirmation will display, stating that your request will be processed within ten minutes.

Chapter 17: FormMail

Overview

FormMail is an application designed to allow your users to email you from your website, without having to open a separate email client, such as Outlook, Thunderbird, or Eudora. All your users will have to do is fill out the form you provide and click a button.

This guide provides complete instructions regarding the HTML required to actually create a form, but instructions regarding the basic steps required to create a web page are beyond its scope.

Required files

In order to use FormMail, the following files must exist:

- `/home/<username>/.FormMail.conf` (properly [configured](#)).
- a web page including a properly structured and configured form element.

Configuring FormMail

In order for FormMail to work, you must edit the FormMail configuration file, which is located here:

```
/home/<username>/.FormMail.conf.
```

Among other things, the configuration file helps to prevent spam addressed to your domain, preserving your bandwidth for legitimate users of your site. In addition, the configuration file hides your email address from spiders and email harvesters; it also gives you access to a number of shortcuts that make it easier to develop and maintain forms. You can use [File Manager](#), [SSH](#) or [FTP](#) to work with the default configuration file.

Note: If you have any trouble editing or uploading this file, please contact support for assistance.

Default configuration file

The contents of the default configuration file (`.FormMail.conf`) are shown below.

```
#### NMS Secure FormMail v2.20 2002/11/21 (Release 1.0)
####
#### *Configuration File*
#### If any values are not set properly, FormMail WILL NOT work.
####
#### Save this file in your home directory (/home/username/)
#### named '.FormMail.conf'
# Set this to '1' if you receive any errors. They will
# Be displayed to the browser in a more verbose manner.
[DEBUGGING]
```

```

0
[/DEBUGGING]
# This address will receive bounced messages if any of the emails
# cannot be delivered, and should be set to your email address.
#
[postmaster]
you@yourdomain.com
[/postmaster]
# A list of the email addresses that formmail can send
# email to. The elements of this list can be either
# simple email addresses (like 'you@your.domain') or
# domain names (like 'your.domain'). If it's a domain
# name then *any* address at the domain will be allowed.
#
# Also see NOTE below for aliases.
#
# NOTE: One address/domain per line
#
[allow_mail_to]
yourdomain.com
you@example.com
[/allow_mail_to]
# A hash for predefining a list of recipients in the
# script, and then choosing between them using the
# recipient form field, while keeping all the email
# addresses out of the HTML so that they don't get
# collected by address harvesters and sent junk email.
#
# For example, suppose you have three forms on your
# site, and you want each to submit to a different email
# address and you want to keep the addresses hidden.
#
# In the HTML form that should submit to the recipient
# 'me@mydomain.com', you would then set the recipient
# with:
#
# <input type="hidden" name="recipient" value="me" />
#
# NOTE: If an alias is set for any email address, then it is
# not required to be in the [allow_mail_to] block, it
# is automatically allowed.
#
# NOTE: One alias per line.
#
[recipient_alias]
me=>you@yourdomain.com
him=>you@yaoo.com,you@hotmail.com
[/recipient_alias]
# If this flag is set to 1 then an additional email
# will be sent to the person who submitted the
# form.
#
# CAUTION: with this feature turned on it's
# possible for someone to put someone else's email
# address in the form and submit it 5000 times,
# causing this script to send a flood of email to a
# third party. This third party is likely to blame
# you for the email flood attack.
#

```

```

[send_confirmation_mail]
0
[/send_confirmation_mail]
# The header and body of the confirmation email
# sent to the person who submits the form, if the
# [send_confirmation_mail] flag is set. In the
# example below, everything between the lines:
#
#     [confirmation_text]
# and
#     [/confirmation_text]
#
# is treated as part of the email.

# !!IMPORTANT!!
# Everything before the first blank line is taken as part of
# the email header, and everything after the first
# blank line is the body of the email.
[confirmation_text]
From: you@yourdomain.com
Subject: Your Form Submission
Thank you for your submission.
[/confirmation_text]
# The Cascading Style Sheet (CSS) used for the 'thank you' page
# if a redirect is not used. This is an absolute URL.
#
# i.e. /css/site.css would be http://yourdomain.com/css/site.css
#
# This may be left blank.
#
[style]
css/site.css
[/style]
# The Character set used for parsing form data and for the resulting
# 'Thank You' page after form submission.
#
# This may be left blank.
#
[charset]
iso-8859-1
[/charset]

```

Using File Manager to edit the configuration file

- 1 Go to your control panel, and click the File Manager icon.
- 2 When the File Manager screen loads, type `.FormMail.conf` in the text area to the left of Create/Edit file, then click Create/Edit file.
- 3 Select the [provided text](#) of the configuration file with your mouse, right-click, and choose copy.
- 4 When the page loads, right-click your mouse and select paste. (If the file is not empty, you already have a configuration file, and can skip this step.)

5 Scroll through the text of the configuration file, and update the values to suit your needs. At the very least, you will need to enter your domain name (without the `www.`) in between the `allow_mail_to` lines, and put your email address in between the `postmaster` lines.

6 Once your changes have been made, click Save.

Now, you can send email via forms in your html files to any email address set up on your domain. If you would like to send email to other addresses other than ones set up on your domain, simply add the email addresses in between the `allow_mail_to` lines of your configuration file.

There is more detailed information explaining this in the actual configuration file. Read over it and if you have any questions, please contact support for assistance.)

Note: Although you will not be able to see your configuration file in the File Manager, it is there. Because it begins with a 'dot' (`.`), it is considered hidden. You can always access it simply by typing the name in the text area manually. This configuration file contains more detailed information concerning `allow_mail_to`.

Using SSH to edit the configuration file

This method is more advanced than the File Manager. It uses a unix command prompt and vi to create the `.FormMail.conf` file. If you have any problems with this method, please try the above method, or contact support for assistance.

1 Enable SSH to your domain.

2 From the command prompt, type the following (each command is followed by a hard return):

- `cd /home/user` (where `user` is your domain's username)
- `vi .FormMail.conf`

3 If the file already exists, continue to the next step, otherwise, press `i` to activate insert mode, then paste the configuration file located at the end of this guide. Press `ESC` then type `:1` to go to the first line of the file.

4 Once at the top of the file, proceed to read the descriptions and become familiar with their purposes. When you come to `postmaster` and `allow_mail_to`, you will have to enter the values in between the two lines marking the boundaries of those values. The rest is optional, but very handy.

The follow are vi commands you may find useful:

- Type `i` to switch to insert (editing) mode.
- Type `o` to switch insert mode at the next line below your cursor.

- Type `u` to undo your last change. Note that this command cannot be used while in insert mode.
- Press `Esc` to exit insert mode.
- Type `:w` to save your file.
- Type `:wq` to save and exit vi.
- To save your entries and exit vi, do the following: Hit the `Esc` key, type `:wq`, then hit `Enter`.

The email addresses in the `.FormMail.conf` `allow_mail_to` section should match the email addresses in the value field (e.g):

```
<input type="hidden"
name="recipient" value="username@example.com,
anothername@example.com" />
```

Your form's action line should be: `<form action="http://domainname.ext/cgi-sys/formmail.pl" method="post">`, where `domainname.ext` is your domain name.

The above is also true if you would like to use your own secure apache certificate for your forms. The only change is the `form action` line. The `http://` gets replaced with `https://`. For example, the form action line for a domain specific certificate should be:

```
<form action="https://domainname.ext/cgi-sys/formmail.pl"
method="post">
```

Uploading the configuration file via FTP

- 1 Create `FormMail.conf` (note the lack of a leading "dot") on your own computer with a program such as NotePad (Windows), TextEdit (Mac), or any other text-editor.
- 2 Copy the contents of `.FormMail.conf` [as provided](#), and make any necessary changes.
- 3 Save the file as plain-text.
- 4 Upload the file to your home directory and rename it to `.FormMail.conf`.

About form structure

In order to actually use FormMail, you must insert an HTML form element in the source code of the web page on which you want the form to appear. Every web-based form includes at least the following elements: tags to open and close the form, input fields to allow the user to submit information, and a button to actually submit the form.

The form itself

Your entire form must be inclosed in `<form>` tags.

```
<form>
```

```
. . . actual form content goes here . . .  
</form>
```

Once you have created a frame for your form, you must determine what will be done with it once it has been submitted. This is done with `action` and `method` attributes. The `action` attribute points your browser to a file that contains processing instructions, and the `method` attribute determines how your browser will interact with that file.

Formmail requires the `action` to point to `/cgi-bin/formmail.pl` and that the `method` be `post`, so your form will actually look like this, if located in your `www` directory.:

```
<form action="/cgi-sys/formmail.pl" method="post">  
. . . actual form content goes here . . .  
</form>
```

Getting information from users

Form input is contained in one of several types of tags. We will discuss `input` and `textarea`, but many more are available (for more information, check out the w3c specification at <http://www.w3.org/TR/html4/interact/forms.html>).

input

The vast majority of the information you collect from users will be through `input`.

hidden Hidden inputs contain information that you want to be included in the form, but are not to be entered by the user. You may want to specify the recipient (yourself) in a hidden field.

```
<input type="hidden" name="recipient" value="youremail@yourdo-  
main.ext" />
```

text Text inputs create single line text boxes into which your users can enter information, such as their email address.

```
<input type="text" name="email" />
```

radio Radio buttons must have the same `name`. Only one can be selected at once.

```
<input type="radio" name="color" value="red"/>Red<br />  
<input type="radio" name="color" value="blue"/>Blue<br />  
<input type="radio" name="color" value="yellow"/>Yellow<br />
```

textarea

If you are going to request that your users submit large blocks of text, you may want to include a larger area for them to type, instead of a small input box. The `textarea` tag

requires attributes that determine its length (`cols`) and its height (`rows`). The code that follows will give you a text box that is 5 lines tall and 80 characters wide, and contains the words "Type your information here," which the user may replace.

```
<textarea rows="5" cols="80">Type your information here</textarea>
```

Submitting the form

Users will submit your form by clicking a submit button. The HTML for this follows:

```
<button type="submit" name="submit">Submit This Form</button>
```

Sample Form

```
<form action="/cgi-sys/formmail.pl" method="post">

  <!-- ***** hidden fields ***** -->
  <!-- determines where form will be emailed -->
  <input type="hidden" name="recipient" value="user@example.com" />
  <!-- determines subject of form email -->
  <input type="hidden" name="subject" value="Email Form Example" />
  <!-- includes information about the user's browser in the form email -
->
  <input type="hidden" name="env_report" value="HTTP_USER_AGENT" />

  <!-- ***** fields that will appear for the user to fill out
  ***** -->
  <!-- allows the user to input his or her name -->
  Name: <br />
  <input type="text" name="realname" id="name" /><br />

  <!-- allows the user to input his or her own email address -->
  Email: <br />
  <input type="text" name="email" id="email" /><br />

  <!-- displays a textbox for the user to enter comments -->
  Comments: <br />
  <textarea name="comments" id="comments" rows="5" cols="30"></tex-
  tarea><br clear="all" />

  <!-- radio buttons allowing the user to choose his or her favorite
  color -->
  <label for="color">What is your favorite color?</label><br />
  <input type="radio" name="color" value="red" id="color" />Red<br />
  <input type="radio" name="color" value="blue" id="color" />Blue<br />
  <input type="radio" name="color" value="yellow" id="color" />Yel-
  low<br />
```

```
<!-- ***** buttons ***** -->
<button type="submit" name="submit">Submit This Form</button>

</form>
```

The above HTML, included in an HTML document, will produce a form that looks similar to the following:



Name:

Email:

Comments:

What is your favorite color?

Red
 Blue
 Yellow

About input fields

Your form can contain as many custom input fields as you wish. The `name` attribute you set on your input field will be used to label what the user entered when the submission is sent to the [recipient](#). FormMail also recognizes special input fields to force behaviors from client software. To harness these capabilities, the fields must be named according to the designations in the following topics.

recipient

The `recipient` field designates the receiver of the email. It is the one field that must appear in your form in order for it to be processed correctly upon submission.

Field syntax

```
<input type="hidden" name="recipient" value="name@example.com,othername@example.com" />
```

Note: Email addresses included in this field must also be included in `.FormMail.conf`.

subject

The `subject` field allows you to specify the text that will appear in the subject line of the email you receive once the form is submitted. If you do not specify a subject, the default text—*WWW Form Submission*—will be used.

Field syntax

```
<input type="hidden" name="subject" value="Your Subject" />
```

Note: If you want the person submitting the form to be able to specify the subject, set the type attribute to *text* (instead of *hidden*).

email

When present, the `email` field allows the user to specify his or her return address. If you want to be able to respond to form-submitted emails, you should include this field.

Field syntax

```
<input type="text" name="email" />
```

realname

The `realname` field allows the user to input his or her name. This field is useful for identification purposes and is included the From line of the message header.

Field syntax

```
<input type="text" name="realname" />
```

sort

This field allows you to choose the order in which you wish your variables to appear in the email that FormMail generates. You can choose to have the field sorted alphabetically or specify a set order that the fields will appear in mail messages. By leaving this field out, the order will simply default to the order in which the browsers send the information to the script (which isn't always the same order the variables appear in the form.) When sorting by a set order of fields, you should include the phrase `order` as the first part of your value for the sort field, then follow with the field names you want to be listed in the email message, separated by commas.

Field syntax

To sort alphabetically:

```
<input type="hidden" name="sort" value="alphabetic" />.
```

To sort by a set field order:

```
<input type="hidden" name="sort" value="order:name1,name2,etc" />
```

redirect

Upon form submission, you may redirect the user to a different URL, rather than the default form response.

Field syntax

```
<input type="hidden" name="redirect" value="http://domain-name.ext/yourfile.html" />
```

required

You can require that users fill in certain fields before the user can successfully submit the form. Simply place all field names that you want to be mandatory into this field. If the required fields are not filled in, the user will be notified that information is missing, and a link back to the form they just submitted will be provided.

Field syntax

If you want to require that the user fill in the email and phone fields in your form, so that you can reach them once you have received the mail:

```
<input type="hidden" name="required" value="email,phone" />
```

env_report

You may include environment variables in the email message you receive after a user has filled out your form. This is useful if you wish to know what browser they were using, what domain they were coming from, or any other attributes associated with environment variables. The following is a short list of environment variables you may find useful:

- REMOTE_HOST sends the hostname making a request.
- REMOTE_ADDR sends the IP address of the remote host making the request.
- HTTP_USER_AGENT is the browser the client is using to send the request.

Field syntax

To show remote host and browser sending the request:

```
<input type="hidden" name="env_report" value="REMOTE_HOST,HTTP_USER_AGENT" />
```

title

This field allows you to specify the title of the form response page if you do not specify a redirect URL.

Field syntax

If you wanted the title to be Feedback Form Results:

```
<input type="hidden" name="title" value="Feedback Form Results" />
```

return_link_url

This field allows you to specify the URL that will appear on the report page if you have not set the `redirect` field. It is useful if you allow the user to receive the form response after submission, but still want to provide link back to your main page. You may set the text of the link in the `return_link_title` field.

Field syntax

```
<input type="hidden" name="return_link_url" value="http://your.example.com/main.html" />
```

return_link_title

This is the title that will be used to link the user back to the page you specify with `return_link_url`. The two fields will be shown on the resulting form page as:

```
<ul><li><a href="return_link_url">return_link_title</a></li></ul>
```

Field syntax

```
<input type="hidden" name="return_link_title" value="Back to Main Page" />
```

background

This field allows you to specify the background image of your form results page, providing you have not set the `redirect` field.

Field syntax

```
<input type="hidden" name="background" value="http://domain-name.ext/yourimage.gif" />
```

bgcolor

This form field allows you to specify a background color for the form results page in much the way you specify a background image. The value must be hexadecimal, that is #RRBBGG.

Field syntax

For a white background:

```
<input type="hidden" name="bgcolor" value="#FFFFFF" />
```

text_color

This field works in the same way as `bgcolor`, except that it will change the color of your text.

Field syntax

For black text:

```
<input type="hidden" name="text_color" value="#000000" />
```

link_color

This field changes the color of links on the result page and works in the same way as `text_color`. If `redirect` is defined, then this link will have no effect.

Field syntax

For red links:

```
<input type="hidden" name="link_color" value="#FF0000" />
```

vlink_color

This field changes the color of visited links on the result page and works in the same way as `text_color`. If `redirect` is defined, then this link will have no effect.

Field syntax

For blue visited links:

```
<input type="hidden" name="vlink_color" value="#0000FF" />
```

alink_color

This field changes the color of active links on the result page and works in the same way as `text_color`. If `redirect` is defined, then this link will have no effect.

Field syntax

For a blue active links:

```
<input type="hidden" name="alink_color" value="#0000FF" />
```

Chapter 18: FTP User Manager

Overview

FTP, or *File Transfer Protocol*, is a method of moving files from one computer to another. In the case of your domain, it can be used to move files from your home computer to your domain, using a freely downloadable program, such as [CuteFTP](#) (Windows) or [Fetch](#) (Mac). As a control panel owner, your control panel username and password serve as your FTP username and password, but to allow others access to your domain via FTP, you must first add them as users with the FTP User Manager.

The FTP User Manager allows you to create and manage FTP users on your domain. You assign each FTP user a unique login and, optionally, limit her access to a specific subdirectory of your site; in this case, the user can only establish an FTP connection to the subdirectory you have specified. You might, for example, add the user *janedoe* and only give her rights to the files at *www.example.com/janedoe*. When you add a new FTP user, you also set *quota* for her. The quota for an FTP user is the maximum amount of disk space (in megabytes) her directory can use. This maximum can be no more than 5MB less than your domain disk space quota, and it is cumulative. For example, if you have three FTP users and your domain disk space quota is 200MB, you may set any (or all) of your FTP user quotas to 195MB; however, once your actual domain disk space exceeds 195MB, your FTP users will not be able to do anything that increases disk space used by their home directories.

Providing FTP access to other users allows you to distribute the administrative work (required to maintain your domain). You can assign users to specific subdirectories so that they may only update certain portions of your website; for example, you could assign a user to maintain the About Us portion of an online store, located at *example.com/aboutus*. You might also allow a user to create her own websites with a subdirectory of yours (e.g., *example.com.com/username*). For example, you could assign a user to maintain the About Us portion of an online store, located at *example.com/aboutus*.

To access the FTP User Account Manager:

Click the FTP User Manager icon in your Control Panel.



To return to the User Manager homepage at any time:

Click the FTP User Account Manager link at the top of any page.

Managing Users

Current FTP Accounts		FTP User Account Manager	
User	Quota	Add New User Delete Current User	
thatquy	0 / 45 MB	<p>This tool will allow you to create and manage additional FTP users on your domain. An FTP user is an additional login that will have access to a subdirectory of your website.</p> <p>For example, you may choose to create user bob. bob will have an FTP login to your domain, and have access only to screenshot.com/bob/ if you so choose. You may also opt for bob to have access to all of your files as the case may be for a web developer.</p>	

To add a new user:

- 1 Click Add New User.
- 2 Fill out the form that loads, and then click Apply to add the new user.

Add New User

Username [Help](#)

Password [Help](#)

Verify Password

Quota (Max: 95 MB) MB [Help](#)

Starting (home) directory [Help](#)

- 3 Repeat for each user you wish to add.

Username The name that user will use to log-in via his or her FTP client. It must be between three and eight alphanumeric characters long, and begin with a lowercase letter.

Password The user's password.

Verify Password The password must be entered a second time, to confirm that there are no typos.

Quota The amount of space this user's subdirectory may occupy on your domain. The maximum quota allowed is five MB less than your domain/user quota.

Starting Home Directory If this is left blank, this FTP user will have access to *example-www* (the highest web-accessible directory on your domain), and any files and/ or directories that are associated with it. The default subdirectory is the user's username (e.g. *example-www/username*, and web accessible at *example.com/username*).

Note: The user will have access to all subdirectories of his or her Home Directory, so choose this location wisely.

To edit a user account:

- 1 Click on the user's username in the list of Current FTP Accounts.
- 2 A form listing the user's username, password, and home directory will load. You may change password and quota.
- 3 Click Apply when finished.
- 4 A notice will display informing you that the operation will be completed within 10 minutes.

To delete a user:

- 1 Click the user's username in the list of Current FTP Accounts.
- 2 A page with information about the user will appear. Click Delete User.
- 3 You will be given the option to remove the user's home files and directory. Choose Yes or No and click Apply.
- 4 A notice will display informing you that the operation will be completed within ten minutes.

Chapter 19: GatewayDefender

About GatewayDefender

GatewayDefender is a managed service designed to protect your clients from email-based threats, such as viruses and worms, spam, adult content, dangerous attachments, phishing (fraud), and Denial of Service (DoS) attacks. These Electronic Message Threats (EMT) can slow down servers, shut down email boxes, and cost your clients money. Gateway Defender protects against these attacks using EMT Interdiction (EMTi) to stop dangerous emails before they reach an inbox.

Once ordered, the service protects all mailboxes on your domain; you can not select which email addresses to protect and which not to protect. If you add a mailbox after the GatewayDefender service is enabled for your domain, or while a remove request is still pending, GatewayDefender will be notified of the change and you will not be billed for the deleted mailbox on the next month's invoice.

Note: After you have added the GatewayDefender package and purchased the service, it takes one full business day to set up mail protection on your domain. Depending upon the day of the week on which you placed the order (e.g. Friday, weekend day, holiday, etc.), it can take up to five days for your account to be set up.

Installing

In order to install GatewayDefender, you must first add the package to your control panel, then purchase the service through the GatewayDefender interface.

To add the GatewayDefender package to your Control Panel:

- 1 Access your control panel, and click the Add Package icon.
- 2 Select GatewayDefender, then choose your contract length.
- 3 Click Next to view a summary of the costs associated with adding GatewayDefender to your domain.
- 4 Click Apply to complete the process.

Note: The package fee to add GatewayDefender to your domain is separate from the per-mailbox fee that you will be charged after the service has been set up.

To install GatewayDefender:

- 1 Access your control panel, and click the GatewayDefender icon, or click the Mail Manager icon.

2 Click the Purchase link. It will be at the bottom of the GatewayDefender Control Panel page and in the Mail Security section of Mail Manager. The Order page is displayed, listing the domain name, primary IP, and server time details.

3 Click the Order button. A confirmation will load, displaying order details.

4 Click the Confirm Order button, and click OK when prompted to confirm.

Note: If the installation request is submitted successfully, the Mail Manager interface displays the Check Setup Status and Cancel buttons; however, the WebMail interface will not be updated until the installation process is completed. Per-mailbox charges will begin only when the process is complete.

Managing

After service setup has completed, each Mailbox Owner on your domain will receive a *Welcome to GatewayDefender* message. This message contains the URL, username (email address) and password he will use to log into [GatewayDefender Message Center](#) and set his personal protection preferences. This login page can be reached by clicking the Manage GatewayDefender button (in either MailManager or WebMail).

As the Control Panel Owner, you can also log into Message Center with an [administrative account](#).

Administering

You can choose to set global protection options for all your mailboxes, adjust the settings of a particular mailbox, or view domain-wide interdiction statistics by logging into [GatewayDefender Message Center](#) as an administrator. There are two types of administrator account, both associated with particular mailboxes on your domain:

super-admin This mailbox is the in-network email address you specified when ordering your hosting package; if you did not specify such an address, the super-admin mailbox will be `cpusername@yourdomain.com` (where *cpusername* is your Control Panel username and *yourdomain.com* is your actual domain name).

domain-admin An existing mailbox that you have designated (through the GatewayDefender Control Panel option page) as an administrative account.

When logging into Message Center as an administrator, you will notice a wide variety of options, some of which are core GatewayDefender software features that have not been (and cannot be) integrated with MailManager. For example:

- The Service Settings, which are displayed if you are logged-in as the super-admin, should never be altered.

- The create new user (and remove user) features should never be used. If you need to add a new mailbox or delete an existing one, do so through Mail Manager.

To designate the domain administrator mailbox:

- 1 Click GatewayDefender in your control panel.
- 2 Under the GatewayDefender options at the top of the page, click Domain Administrator.
- 3 Select a mailbox from the dropdown menu.
- 4 Click Submit Administrator.

To manage mailboxes:

- 1 Log into Message Center using the designated domain administrator mailbox.
- 2 Click Admin to show the administrative interface.

Changing passwords

Once your GatewayDefender account has been established, the initial password each existing Mailbox Owner enters to log into [GatewayDefender Message Center](#) is system-generated by GatewayDefender. This password is supplied in the Welcome Letter each Mailbox Owner receives once mail protection begins on your domain. As long as the mailbox password is not changed in MailManager, the mailbox password and the GatewayDefender Message Center password can be different.

Thereafter, changing the mailbox password through Mail Manager---or, alternatively, through WebMail---automatically updates the GatewayDefender account to use the new password. This password synchronization feature is not supported the other way around; in other words, if you choose to change the GatewayDefender account password through GatewayDefender Message Center, the password change will not be reflected in Mail Manager. You must manually change the mailbox password in Mail Manager to match the new GatewayDefender password.

The GatewayDefender password for any mailbox created after your GatewayDefender account has been established will be the same as the one chosen when you created the mailbox.

Removing

You can remove GatewayDefender from your control panel either through the GatewayDefender option or MailManager. Removal of GatewayDefender can take anywhere from two to five days to process. You will continue to be billed for the service until it has been completely removed.

If you delete a mailbox after mail protection is enabled on your domain, the GatewayDefender server is notified of the update. This ensures that you will not be billed for the mailbox on the next month's invoice.

To remove GatewayDefender:

Do either of the following:

- Click the GatewayDefender icon in your control panel. Click Remove, then click OK to confirm removal.
- Click the Remove link in the lower left-hand corner of the MailManager interface. Click OK to confirm removal. Remove, then click OK when prompted.

The Mail Manager interface displays the Cancel button. As long as the removal is still pending, you can cancel the request by clicking the Cancel button.

Chapter 20: GeoTrust QuickSSL

Overview

GeoTrust QuickSSL Manager is an application designed to streamline—and in most cases, completely automate—purchase, installation and renewal of GeoTrust certificates. The tasks you can perform in GeoTrust QuickSSL Manager (and those you cannot) differ depending upon the type of domain you are working with. The different levels of support are listed below.

Primary Domain Your *primary domain* is the domain associated with your control panel (e.g., *example.com*). GeoTrust QuickSSL Manager provides full support for your primary domain certificate; in other words, you can purchase, install and renew the certificate all from within the user interface.

Third-Level Domain (Primary) A *third-level domain of your primary domain* points to a subdirectory of your primary domain. For example, if your primary domain is *example.com*, you might have a third-level domain called *code.example.com* that points to the directory, *example.com/code*. GeoTrust QuickSSL Manager provides full support for third-level domains of the primary domain; however, if you choose to install a third-level domain certificate, doing so will overwrite the primary domain certificate (assuming you purchased and installed one).

Sub-Domain (Primary) A *sub-domain of your primary domain*, like a third-level domain of your primary domain, points to a subdirectory of your primary domain; for example, you might have the sub-domain *example.org* pointing to the *example.com/code* directory. GeoTrust QuickSSL Manager supports the purchase of sub-domain certificates, but not the installation of them.

Parked Domain A *parked domain* is a pointer to your primary domain. For example, you might create a parked domain called *example.org* that points to your primary domain, e.g., *example.com*. GeoTrust QuickSSL Manager supports the purchase of parked domain certificates, but not the installation of them.

Offsite Domain GeoTrust QuickSSL Manager supports the purchase of offsite domain certificates only for domains which are hosted on servers that support the *Apache + SSLeay* platform. Installation of such certificates is not supported.

For information on installing and configuring your certificates, please see the GeoTrust User Guide available from the GeoTrust interface in your Control Panel.

Chapter 21: Guestbook Manager

Overview

A guest book is a web page that allows visitors to your site to post comments to you and to other visitors. It is a good tool to collect testimonials and customer feedback. The link to the guestbook is *http://YourDomainName/guestbook/guestbook.html*. The Guestbook Manager allows you to install and manage a guestbook on your web site.

To access the Guestbook Manager:


Click the GuestBook Manager icon in your Control Panel.



Installing Your Guestbook

The first time you access the Guestbook Manager, you will have to install the Guestbook on your domain.

The Guestbook software is not currently installed on your domain. You can install this to your domain by following the steps below.



Please enter the administrator information below. All fields are required.

Password

Password again

Email Address

Would you like an email notification when someone signs your guestbook?

Yes

No

To install your guestbook:

- 1 Enter your password and email address.
- 2 Chose whether you would like email notification when your guestbook is signed.
- 3 Click Install Guestbook Software.

Administering your Guestbook

To access simple instructions on how to use the guestbook, click Instructions and Documentation. A page will open telling you what a guestbook is, how to sign it, and how to administer it.

To delete a post:

- 1 Click the Administration link, from the guestbook page
- 2 Enter your password and click Submit.
- 3 Enter the ID number of to the post you want to delete (the ID is displayed to the left of the post in your guestbook).
- 4 Enter your password again.
- 5 Click Submit.

To view a particular entry:

- 1 Click the Administration link, from the guestbook page.
- 2 Enter your password and click Submit.
- 3 Enter the ID of the post you wish to view.
- 4 Enter your password again.
- 5 Click Submit.

Viewing your guestbook

To access your guestbook from within the Guestbook Manager:

Click on Access this tool on your domain. Your guestbook will open.

The screenshot shows a web page for a guestbook. At the top left is the word "Guestbook" in a blue, stylized font. To its right, there is a red link that says "Sign the guestbook". Below that, there are two blue links: "Sign the Guestbook" and "Administration". A paragraph of text follows, explaining that visitors can view messages or leave their own. Below the text is a search box containing the word "Guestbook" and a "Go" button. At the bottom, there is a table with two columns: "Name" and "Comments".

To view the guestbook elsewhere:

The address to the guestbook is `http://YourDomainName/guestbook/guestbook.html`.

To sign your guestbook:

- 1 From your guestbook page, click Sign the Guestbook.
- 2 Enter your information into the text fields. Fields with an asterisk are required.
- 3 Click Sign Book.

Technical Information about Configuration

Installing your guestbook creates puts `guestbook.pl` in your `cgi-bin` directory. This file may be edited to do the following:

Changing the number of entries per page

The default number of entries per page is 20. To change this, open `guestbook.pl`, and scroll down to a set of lines that look like this:

```
# guestbook entries per page;
$entries = 20;
```

Change the number beside `$entries` to however many entries you would like per page.

Handling of HTML tags

Your guestbook's handling of HTML tags is determined in a set of lines in `guestbook.pl`, and look like this:

```
# allow html tags - 0=no; 1=yes; 2=translate
$html_tags = "2";
```

Your choices are **no** (`$html_tags = "0";`), **yes** (`$html_tags = "1";`), and **translate** (`$html_tags = "2";`).

No ignores HTML tags. For example, Your site is `great`, would appear as your site is **great**.

Yes allows and interprets HTML tags. Your site is `great` would appear as Your site is **great**.

Translate inserts the entry into your guestbook exactly as typed. Your site is `great` will appear as Your site is `great`.

Censoring bad words

You may choose to censor offensive (bad) words from your guestbook. Censoring behavior is determined by the following two lines:

```
$remove_bad_words = "yes";  
@bad_words = ("darn");
```

If you would like to allow offensive words in your guestbook, set `$remove_bad_words = "no";`. Otherwise, leave it set to `yes`. You may also edit the list of those words your guestbook will consider offensive. Simply enter words you wish to censor in double quotes, separated by commas, between the parentheses after `@bad_words =`. For example, if you wish to censor the words “computer” and “keyboard” from your guestbook, the code will look like this:

```
$remove_bad_words = "yes";  
@bad_words = ("computer","keyboard");
```

For more information

To see the website for the guestbook tool, click [This tool's website](#). A website will open, where you can find more information on the Guestbook.

Removing your guestbook

To remove your guestbook:

Click on [Remove Guestbook Software](#). A confirmation page will inform you that the server will process your request within ten (10) minutes.

Chapter 22: Help

Overview

The Help section has links to answers to many of your Control Panel questions.

From this page you will be able to gain access to information about all of the products in your Control Panel, by clicking on the Getting Started link. The Getting Started page contains a section with a small description of each product available on the Control Panel.

To access Help:

Click the Help icon in your Control Panel.



As always, you may contact Customer Support with any questions.

Chapter 23: ht://Dig

Overview

Along with an intuitive structure and a persistent navigation mechanism, a search capability allows your visitors to find the information they need quickly and easily. In recognition of this, we offer ht://dig, an open-source site search tool. Deploying ht://dig is very straightforward: you simply specify the areas of your website you want to make searchable, *index* them (generate a database of keywords that links search terms to matching pages), add a search form to your website, and configure the ht://dig results page.

To access ht://Dig:

Click the ht://Dig Website Search Engine icon in your Control Panel.



Installing ht://Dig

The installation of ht://Dig is a simple point-and-click operation.

To install ht://Dig:

If ht://Dig has not yet been installed, you may install it from the application's main page. Simply click Install ht://Dig. An *htdig* folder is added at the root level of your website (e.g. www.mydomain.com/htdig). This folder contains all the images, templates and executable files necessary to deploy ht://Dig.

Configuring ht://Dig

The ht://Dig installer automatically generates a configuration file that provides a site-wide search capability on your domain; unless you want to customize how searches are performed (e.g., specify directories and/or files you want ht://Dig to exclude), you don't have to do anything special to the configuration file; you can begin using ht://Dig immediately.

Should you desire to customize how htdig indexes pages—or where it saves certain work files—you may edit any of the following variables:

variable	default value
database_dir	/home/mydomain/mydomain-www/htdig/db
start_url	http://www.mydomain.com/
limit_urls_to	\${start_url}
exclude_urls	/cgi-bin/ /stats/ .cgi .pl
bad_extensions	.wav .gz .z .sit .au .zip .tar .hqx .exe .com .gif .jpg .jpeg .aiff .class .map .ram .tgz .bin .rpm .mpg .mov .avi .css
maintainer	mydomain@mydomain.com
max_head_length	10000
max_doc_size	200000

Explanations of each variable are in the configuration file itself:

```
/home/mydomain/mydomain-www/htdig/conf/htdig.conf
```

To configure page indexing options:

- 1 Open the ht://Dig configuration file in your favorite text editor.
- 2 Edit the desired variables.

Setting up search and result pages

Before you can deploy ht://Dig, you are encouraged to edit its page templates to conform to the look-and-feel of your website. Those page templates include:

../htdig/search.html The default search page with option lists to control sort order, boolean settings, and format (long or short). If you prefer, you may simply add a form to one of your existing website pages to interface with the ht://Dig database.

../htdig/common/footer.html The template that formats the page previous, page list and page next links at the bottom of the search results page.

../htdig/common/header.html The template used to render the results page when matches are found.

../htdig/common/long.html The template used to format long result returns. Long results include page titles and snippets of the body text where matches were found, with matches shown in bold.

../htdig/common/nomatch.html The template used when a search does not find any matching documents.

../htdig/common/short.html The template used to format short result returns. Short results only show page titles.

../htdig/common/syntax.html The template used to display an error message when the user enters a search string that does not follow the defined ht://Dig search syntax.

Each one of these page templates include htdig variables which appear in the following format:

```
$& (VARIABLE)
```

You are free to change where these variables appear within a given template (just be careful not to edit them in any way).

Note: As our servers parse all documents as PHP, you are free to use PHP include files within (or in lieu of) the default ht://Dig templates.

To add a search form:

Do one of the following:

- Edit search.html as desired, and add the page to your website at an appropriate location.
- Copy the following text into the page(s) where you want the search form to appear:

```
<form method="post" action="/cgi-bin/htsearch">  
<input type="hidden" name="config" value="htdig">  
<input type="hidden" name="restrict" value="">  
<input type="hidden" name="exclude" value="">  
<input type="text" size="20" name="words" value="">  
<input type="submit" value="Search">  
</form>
```

To customize the results page:

Edit the relevant ht://Dig templates listed above.

Indexing your website

When ht://Dig performs a search, it does not search the text of each file within the search range; it queries the database of keywords generated when you last *indexed* your website. This index of keywords does not include html elements (<>) nor does it include the words specified in the *bad words* file (../htdig/common/badwords). You can index your website as often as you wish (although ht://D will automatically do it for you once a week).

To index your website:

- 1 Click the htdig icon in your control panel.
- 2 Click the *Re-index Your Site* link.

To edit the bad words file:

Open the bad words file (`../htdig/common/badwords`) in your favorite text editor; add, revise, or delete the words that you want `ht://Dig` to skip when indexing your website.

Using ht://Dig

Click Search your Site to search through the content on your web site for a particular word or phrase.

ht://Dig search options:

All searches for results containing all of the words in the search box

Any searches for results containing any of the words in the search box.

Boolean limits your search. Examples of Booleans include *and*, *or*, and *not*. For example, "cat and dog", "cat or dog", "cat not dog".

Formatting options:

Short Lists only page titles.

Long Lists page titles and an extract from the content surrounding your search terms on the page.

ht://Dig search categories:

Score Sorts results by relevance.

Time sorts results by most recently updated.

Title sorts results alphabetically by title.

Reverse Score Sorts results in order of least relevance.

Reverse Time Sorts results in order of least recently updated.

Reverse Title sorts results reverse-alphabetically by title.

Chapter 24: Invision PowerBoard

Overview

Invision Power Board is an award-winning forum software and communications portal. Members can subscribe to topics, be notified when someone replies to that thread, send each other private messages, view statistics, and perform several other functions. Moderators will be pleased to find a powerful administration control panel that includes the abilities to open, close, lock/ unlock (pin/ unpin), move, and delete topics as well edit and delete individual posts. Invision Power Board is written in PHP and requires that you install a MySQL database.

To access the Invision PowerBoard Manager:


Click the Invision PowerBoard Manager icon in your Control Panel.



Installing Invision PowerBoard

Clicking on the Invision PowerBoard Manager icon will display a page that informs you that you must have MySQL database added to your domain before installing Invision PowerBoard Manager.

The Invision message board is not currently installed on your domain. You can install this to your domain by following the steps below.



Note: This feature requires that a MySQL database be added to your domain. If you do not have MySQL installed, please do so before attempting to install this tool.

[Your database is installed on your domain. Please continue.](#)

To install the Invision PowerBoard:

- 1 If you do not have a MySQL database, add one before you install Invision PowerBoard.
- 2 To install the Invision PowerBoard you must accept the Terms of Agreement from Invision Power Services (IPS).

- 3 Choose the directory you wish the board to be installed in.
- 4 Enter your username, password, and email address.
- 5 If your MySQL password is not the same as your Control Panel password, check the box and enter your MySQL password.
- 6 Click Install Invision Board. You will see a confirmation message informing you that your request will be completed within ten (10) minutes. You are now able to use the Invision Power Board on your sites.

Using Invision PowerBoard

Click Access this tool on your domain to view the message board. An extensive help system is available by clicking Help at the top of the PowerBoard.

To remove Invision PowerBoard:

Click Remove Invision Board from the Invision PowerBoard Manager page.

Chapter 25: JSP

Overview

JSP (Java Server Page) is a Sun Microsystems technology developed to generate dynamic web pages. It is similar to ASP, but is written in Java, and is portable to non-Microsoft Web Servers. JSP doesn't allow you to do anything you couldn't accomplish with Java Servlets, but it is much more convenient to embed Java into HTML, than to write a separate servlet.

How JSP works

- 1 A browser requests a .jsp file, and a java file is create on the server.
- 2 The server invokes the Java compiler, and the result is executed as a servlet.
- 3 The servlet runs, and sends its output to the browser as HTML.

To access JSP:

Click the JSP icon in your Control Panel.



Enabling JSP

If you do not have JSP enabled on your domain, click Enable Java. You should receive a confirmation stating that the server will complete your request within ten (10) minutes.

Using JSP

JSP allows you to separate your dynamic content from your static HTML. Write your HTML with the web developing tools you usually use, then enclose the dynamic parts in the special tags. Give your file a .jsp extension, and upload it to your domain.

Adding Servlets

To add a Java Servlet to your site:

Confirm that it is located in the webapps directory or enter the .war filename in the form field. Click Add Java Application Access.

To remove a Java Servlet from your site:

Click the Remove Java Application Access button beside the name of the application you would like to remove.

Chapter 26: Mail Manager

Overview

Mail Manager allows you to manage mail services to and from your domain and websites. In addition to adding, deleting, and editing email accounts, you may:

- track used and available quota for each mailbox.
- view a summary of all mailboxes you host.
- change the password for individual accounts.
- set the mailbox allowance for individual accounts.
- set up email forwarding and auto responders.
- allow the use of Mail Manager with web-based email programs such as Web Mail.

To access the Mail Manager:

Click the Mail Manager icon in the Control Panel.



Managing email addresses

To manage the functions of an email address other than the default:

- 1 Click the address you wish to modify
- 2 The page that displays states the type of account (POP or IMAP), and gives you several options for configuring the email address.

You may change the password for the email address, by clicking on change password for (the email address). This will open a page allowing you to change the password. Type in the new password, re-enter it, and click on Change. A confirmation page will display.

You may also delete an email address by clicking on delete (the email address). You will be asked to confirm whether you want to delete the address or not. Once you have clicked on Delete, you will receive a confirmation that the email address was deleted.

You may also forward emails to users in your domain automatically by typing their email addresses in the forward emails to box. It is also possible to forward emails to users outside your domain by placing their email address in the appropriate box.

You can set an Autoresponse for the address by selecting the check-box and placing the response in the text-box. This response will be sent out every time an email is received by the address you are modifying.

To manage the default email address:

All mail not forwarded to a specific email account will be delivered to the default account. To manage this address, click on default.

This page will allow you to manage the following settings for your default email setting:

- *Bounce* (reject) all emails not addressed to a specific address.
- *Forward* default emails to other addresses to users both in and out of your domain.
- Set up *auto-responses* for mail caught by the default.

To add a new address:

- 1 Enter a username.
- 2 Enter a password.
- 3 Re-enter the password.
- 4 Select an account type and assign a mailbox size. The size you choose will be the maximum amount of space this user's mailbox will be able to occupy on your domain.
- 5 Click Add. Once the new mailbox is added, a confirmation page should display.

Mailing Lists

Once enabled, Mailing Lists are created and managed through Mail Manager. For more information, see [Mailing List](#).

Security Control

Three mail security options may be available in your Control Panel: Quaranteen, SpamGuard, and SpamVault. Quaranteen is an anti-virus program that scans each piece of email for viruses before passing the email onto your inbox. It can also be configured to block attachments with certain extensions. SpamGuard and SpamVault are anti-spam programs designed to filter out spam before it reaches your inbox.

All three services must be installed through their own Control Panel icons. Quaranteen and SpamGuard are managed from the Mail Manager, and SpamVault is managed from its Control Panel icon.

To enable Quaranteen:

- 1 Click the Quaranteen icon in your Control Panel

2 Click the Enable Quaranteen button.

To enable SpamGuard:

- 1 Click the SpamGuard icon in your Control Panel
- 2 Click the Enable SpamGuard button.

Mailbox Quotas

All users can be assigned a mailbox quota when their mailboxes are created. You can view the individual quota usage and limits on in the left-hand panel of the Mail Manager homepage. In front of each user's name, there are three columns displayed: Mailbox Quota [MB], a progress bar, and Actual Mailbox [MB].

The first column shows the mailbox quota allocated to each user. The figures displayed also act as links to each user's Edit Account page. The second column displays a progress bar, which graphically represents the percentage of quota used. The third column shows the disk space actually used, in Megabytes (MB).

- If the quota used is less than fifty percent, the progress bar will be green.
- If the quota used is between fifty and seventy-five percent, the progress bar will be yellow.
- If the quota used is greater than seventy-five percent, the progress bar will be red.

If quota is not set for a particular user then the Mailbox Quota column will display zero. No progress bar will displayed, and the third column will display the Actual used quota by the user. A quota of zero means that the upper limit for the user is the unused space on the domain.

The Default account will be displayed at the bottom of the email account list irrespective of the sorting order selected.

Total Quota Set is the total space allowed for all mail boxes, shown in Megabytes (MBs). It is the cumulative value of Mailbox Quota for all the users.

Total Email Quota Used is the total quota used for all users for whom quota has been set.

Over Quota Auto-Responder

You may set the over-quota auto-responder text. When email is sent to a mailbox that is over-quota, the message you set will be automatically sent to the message's sender.

To set the over-quota auto-responder

- 1** Click the [Set Over - Quota Auto - Responder here](#) link.
- 2** Enter or add the auto-responder text in the given text area.
- 3** Click **Save** to save your changes, or click **Cancel** to make no changes and return to the Mail Manager homepage.

Chapter 27: Mailing List

Feature Overview

The Mailing List option allows you to create and manage mailing lists. The creation and management of your Mailing List is done with the Mail Manager option; however, first you must install Mailing List on your domain.

To install Mailing List:

- 1 Go to your Control Panel and click the Mailing List icon.



- 2 Click Install Mailing List. A message will appear, informing you that Mailing List will be installed within ten (10) minutes.

Once Mailing List is installed, you may manage your mailing lists through the Mail Manager.

To access the Mailing List after installation:

Click the Mail Manager icon in your Control Panel.

In the right-hand menu, there will be a Mailing List section. If no mailing lists are installed, the only option available will be New.

Creating Lists

You may create as many lists as your package allows.

To create a mailing list:

- 1 Click the New List link under Mailing List options on the home page. This will take you to the Create Mailing list page.
- 2 Enter a list name; it should be between four (4) and fourteen (14) characters. It *must* be alphanumeric with no special characters.
- 3 Enter the list maintainer's email address. All subscribe and unsubscribe requests will be sent to maintainer of the list.
- 4 Enter the maintainer's password. This password must be between six (6) and fourteen (14) characters. No special characters are allowed.

5 Select one of the following list types:

Open list As the name suggests, anyone may send postings to this list. All the subscribers of the list will receive emails sent to this list.

Closed List (Subscriber-Only) Only subscribed users can send postings to this list. All list subscribers will receive the mails sent to the list.

Newsletter Subscribers can only receive mails from the list. Only the maintainer may post to the list. Emails sent to the list that are not from the maintainer will be received by only the maintainer.

Moderated list All emails sent to the list will be sent to moderators for approval, before posting to subscribers.

6 Click Add List to save changes.

7 You will see a page with the options available for the list, concerning subscribing, unsubscribing, and sending emails.

Editing lists

An Edit List link will be displayed on the Mail Manager home page when at least one mailing list exists on your domain. This is used to edit the settings of existing lists.

To Edit a List:

- 1** Click Edit List. The Edit Mailing List page will load.
- 2** Select the list to be edited from the drop-down menu.
- 3** Click View Details. You may edit the following:
 - Maintainer Email Address
 - Maintainer Password
 - Archive History
 - List type (Open, Closed, Newsletter, Moderated List)
 - Subscribers (subscribe and unsubscribe)
- 4** Edit the desired information and click Save Changes.

Deleting Lists

A Delete List link will be displayed on the Mail Manager home page when at least one mailing list exists on your domain.

To delete an existing list:

- 1** Click Delete List. This will take you to Delete Mailing List page.

- 2 Select the list from the drop-down menu.
- 3 Click Delete. A message will appear asking for confirmation.
- 4 Click OK to delete the selected list, or Cancel to return to the Delete Mailing List page.

Editing Moderators

An Edit Moderators link will be displayed on the Mail Manager home page when at least one moderated list exists on your domain. This is used to edit the settings of a list's moderators.

To edit Moderators:

- 1 Click Edit Moderators on the homepage.
- 2 Select the list from the drop-down menu.
- 3 Click Select. A page will load that allows you to add and remove moderators.

To make a new user Moderator:

- 1 Enter a new email address in the Moderator's email field.
- 2 Click Add.
- 3 Click Save.

To remove an existing Moderator:

- 1 Select the email address from the list labeled Moderators.
- 2 Click Remove.
- 3 Click Save Changes.

Administering Lists

An Administer List link will be displayed on the home page when the domain contains at least one list.

To administer a list:

Click the Administer List link on the home page. This will take you to the Administer Mailing List page.

- 1 Select the list from the drop down list box.
- 2 Click Administer.

Email List of Subscribers An email, containing list of all the subscribers of the selected list, will be sent to the maintainer of the list.

Email List Log You may have the log of all actions performed by the list sent to the list maintainer.

Delete List Log You may delete the current log.

Search list for a near match A list of all subscribed users satisfying the matching criterion can be mailed to the Maintainer of the selected list. Note that *test*, *testuser*, and *new_test* would all be included in a search for *test*.

Emailing and subscribing to the list

To subscribe to the list:

Send a message with *subscribe* as the subject to the list's -request address (<listname>-request@<domain>).

To subscribe to the list's digest:

Send a message with *subscribe* as the subject to the list's -d-request address (<listname>-d-request@<domain>).

To email the list:

Send an email to <listname>@<domain>

To unsubscribe from the list:

Send an email with *unsubscribe* as the subject to the list's -request address (<listname>-request@<domain>).

To unsubscribe from the list's digest:

Send an email with *unsubscribe* as the subject to the list's -d-request address (<listname>-d-request@<domain>).

Chapter 28: Email Support

Overview

Email Support allows you to fill out a form to receive email support for any questions or concerns you may have about your domain.

To access Email Support:

Click the Email Support icon in your Control Panel.



Receiving email support

E-mail Support

For E-mail support, please follow the directions below.

- 1) The Subject and Message field are required. Please fill them out before pressing submit.
- 2) The answer from support will be sent to your E-mail address. If you would like to also have the message sent to another E-mail address, please enter the address in the "Additional E-mail" text box below.

Fill in required fields below.

Subject
(Required)

- 1 Complete the Subject and Message fields of the template provided. They are required and must be filled in before sending.
- 2 The answer sent from support will go to the email address specified in your personal information in the Account Manager. Please be sure to specify if you want it to go to another email address other than the one you are sending it from. This is done by filling in the Additional Email box.
- 3 Click Send Support Email.
- 4 To reset the form and start over, click Clear.

Chapter 29: MySQL Database Manager

About the MySQL Database Manager

The MySQL Database Manager is a powerful tool that allows you to create, manage and administer MySQL databases on your website. Built upon the popular open source utility, phpMyAdmin, DB Manager includes an intuitive GUI that lets both novice users and seasoned database administrators work quickly and efficiently. This guide is a comprehensive resource covering all features of DB Manager. After reading it, you will know how to:

- create databases (either from scratch or by importing data from another source)
- delete databases
- design and populate tables
- set up user accounts so that others can access your data
- export databases

You will also gain a basic understanding of *SQL, or Standard Query Language*. SQL is a command language consisting of keywords like SELECT, INSERT and DROP and the syntax governing how they may be used (SQL statements are also known as *queries*). You can type queries directly or use the GUI to build them visually; regardless of the method you choose, DB Manager displays the queries generated as feedback.

To access Database Manager:

Click the Database Manager icon on your Control Panel.

Looking at the interface

The Database Manager GUI consists of two main parts: the *main window*, which you use to create databases, users and ODBC connections, and the *phpMyAdmin window*, the utility you use to manage a selected database.

Creating databases

Database Manager is installed with a default database that uses the same name as your domain name (with underbars replacing periods). For example, if your domain is *mydomain.com*, your default database will be *mydomain_com*. As you create more databases, the default name (with a trailing underbar) is used as a prefix for them, for example, *mydomain_com_contacts*. Once you have created a database, you can build the tables associated with it in phpMyAdmin.

To create a database:

- 1 Open Database Manager by clicking its icon in the control panel.
- 2 Click Create New Database. An input field appears.

- 3 Enter the suffix part of the name.
- 4 Click Add.

Note: To clear what you have entered in the field, click Clear instead of Add; to abandon creation and return to DBManager Home, click the Back button.

To delete a database:

- 1 Click the radio button to the left of the database you want to delete.
- 2 Click Delete.
- 3 Confirm the deletion

Changing the Language of a Database

You may change the language in which you view your database. This does not affect the information in the database. Only the method of viewing the data is changed.

To change the language:

- 1 In DBManager Home, select the database of which you wish to change the language.
- 2 Click the Manage Database button
- 3 Select the database in the left-hand column.
- 4 In the drop-down menu that appears, select the language you wish to use.
- 5 phpMyAdmin will refresh in the new language.

Building Tables

Tables are the basic building blocks of databases. They consist of *columns* (or *fields*) and *rows*. Each row is a single data record; for example, if you had a table for storing customer names, each row might contain a customerID field, a first_name field and a last_name field. You use phpMyAdmin to create, alter and delete records from tables.

Creating table structure

Before you can insert data into table, you must create its structure. The structure of a table is determined by its columns, with each column in the table set up to handle a particular kind of data. Each column has specific attribute settings.

- *Field* the name of the column
- *Type* the data type of the column
- *Length/values* the appropriate length/values setting for the selected data type

- *Attributes* any optional attribute you wish to apply (for example, UNSIGNED to only allow zero and positive numbers.)
- *Null* a keyword which determines if the field for the record can be left blank, set to either NULL (can be empty) or NOT NULL (cannot be empty)
- *Default* a default value for the column (if one is not provided when the record is inserted into the table)
- *Extra* use AUTO_INCREMENT to automatically increment the value in an ID field.

To create a table:

- 1 In DBManager Home, select the database into which you want to add the table.
- 2 Click the Manage Database button.
- 3 Enter a name for the table, and specify the number of fields (columns) it will contain.
- 4 Click Go.
- 5 Enter column information.
- 6 Click Save.

phpMyAdmin refreshes and shows the table structure as well as the SQL query used to create it. You are now ready to insert rows (records) into your table.

Inserting rows

The rows of a table store its actual information (data). Adding rows into a table is similar to adding rows into a spreadsheet.

To insert a row:

- 1 Select the table into which you want to insert a row. If you have just created the table structure, the table will be preselected. To work with a different table, select it from the list of tables (in the left pane of the phpMyAdmin interface).
- 2 Click the Insert tab.
- 3 Enter values for the each column in the row. If a column is set to auto_increment (for example, if you are using a numbered ID field) leave the column blank.
- 4 Click Go to add the row or Reset to clear the values you entered and try again.

Note: To continue inserting rows without returning to table structure view, select the Insert another row radio button before clicking Go.

Setting column indexes

Databases typically include several tables and use special flags—called *indexes* or

keys—to reference these tables, ensure uniqueness of data or optimize text search queries. The four types of column indexes (along with their associated phpMyAdmin Action buttons) are:

- *Primary* The identifying column of a table. Each table may only contain one primary key.
- *Index* Applied to a key to improve the performance of queries involving it. You can set as many indexes as you wish.
- *Unique* A key set on a column to ensure that no two rows in the table use the same value for the field.
- *Full Text* A key you set on a text field to allow it to be searched.

To set a column index:

- 1 In phpMyAdmin, select the table which contains the column on which you want to set an index.
- 2 Click the Action button for the type of column index you want to set (primary, index, unique or full text). The feedback box refreshes to describe your action and show you the SQL query that made it happen.

Altering table structure

You can alter the structure of a table you have created. You can add, delete (drop), or rename a column, or change its attributes.

To alter a column:

- 1 Click the Change button for the column you want to alter. To select more than one column, check the check boxes next to the columns you want to work with and then click the Change button to the right of the With Selected label. To select all columns, click the Check All link and then click the Change button to the right of the With Selected label.
- 2 Edit the attributes as desired.
- 3 Click Save.

To delete a column:

- 1 Click the Drop button for the column you want to delete. To delete more than one column, check the check boxes next to the columns you want to delete and then click the Delete button to the right of the With Selected label.
- 2 At the prompt, click OK to confirm deletion.

Note: You cannot delete all columns from a table (because you cannot have a table without columns.)

Deleting records

To remove actual data from a table (for example, to remove selected customers from a customer table) you delete the relevant records.

To delete a record:

- 1 Select the table you want to work with from the table list pane.
- 2 Click the Browse button.
- 3 Check the check boxes of the records you want to delete.
- 4 Click the Drop button at the bottom of the table.

Emptying tables

When you need to remove all records from a table, you *empty* it. Emptying a table removes the data but preserves the structure.

To empty a table:

- 1 Select the table you want to empty.
- 2 Confirm that you want to empty the table.

Dropping tables

In the namespace of SQL, you do not *delete* tables or databases, you *drop* them. When you drop a table, you permanently delete both its structure and its data.

To drop a table:

- 1 Select the database you want to work with from DBManager Home.
- 2 Click Manage Database. phpMyAdmin launches.
- 3 Click the database name above the table list.
- 4 Click the Drop button for the table you want to get rid of.

Browsing Records

You can control how tables are displayed when you browse them in phpMyAdmin. Specifically, you can:

- toggle full text or partial text views of records containing long text entries.
- apply a different table layout.
- set a result limit (to control how many records appear per screen).
- change how rows are sorted.

toggling full text display

If the table you are browsing includes a text type field (e.g., LONGTEXT), you can choose to expand the field (to show full text) or collapse the field (to show partial text and converse screen real estate).

To toggle full text display:

- 1 Select the table you want to work with in phpMyAdmin. (Select DBHome > database_name > Manage Database, then make a selection from the table list.)
- 2 Click the Browse tab.
- 3 Do one of the following:
 - To show full text click the Full Text button.
 - To show partial text click the Partial Text button.

Applying table layouts

Depending upon the type of data you are storing in a table, you may want to change the visual layout of the table to make it easier to read. You can choose from three layout modes:

- horizontal (default)
- horizontal with rotated headers
- vertical

To apply a table layout:

- 1 Select the desired layout mode from the mode option list.
- 2 Click the Show button.

Setting result limit preference

A *result limit* defines which row to begin with and how many rows to show per page when you are browsing a table in phpMyAdmin. (The word *limit* refers to the LIMIT keyword in the query display box displayed above the table).

To set result limit preference:

- 1 Enter the number of rows to show and the starting row number.
- 2 Click Show.

Sorting table rows

You can sort a table by column (in ascending or descending order) for any column that is indexed; an auto_increment column (such as a customerID field) will always be indexed.

To set sorting option:

- 1 Select a sort option from the Sort by key drop-down list.
- 2 Click Go.

If a field you want to sort on does not appear in the drop-down list, this means it has not yet been indexed. For information on indexing columns, see “Setting column indexes”.

Searching

You can use phpMyAdmin to search for a particular record or records in a table. You can set specific search parameters for each column in the table, set which field the results will be sorted on and how they will be displayed. For integer fields (columns that store numeric values) you can search for equal (=), not equal (!=), greater (>), lesser (<), greater-or-equal (=>) or lesser-or-equal (=<). For text fields (for example, the VARCHAR data type) you can search for text that matches (=) or does not match. Both integer and text fields also support the LIKE keyword; to use this option, enclose your search string between percentage signs (%), for example,%456% or %Rob%.

To search a table:

- 1 Select the table you want to work with from the table list pane.
- 2 Click the Search button.
- 3 Set search options for each field.
- 4 Click Go.

Performing Table Operations

A table operation is an action you perform on a table—moving or copying it to another database, reordering its columns, or renaming it. You can also use table operations to perform maintenance on a table, for example, restoring a table that you suspect has been corrupted.

Moving tables

When you move a table, you remove it from one database and add it to another as-is. You can not overwrite an existing table in another database with the table you are moving.

To move a table:

- 1 Select the table you want to work with from the table list pane.
- 2 Click the Operations button.
- 3 Enter a name for the table in the Move table to input field. By default, the current name is used.
- 4 Click Go.

Copying tables

When you copy a table, you have a number of considerations to make. You can choose to:

- copy just the structure (columns), just the data (records) or both (structure and data).
- include a “drop table” statement in the SQL query phpMyAdmin sends to the database; this will overwrite an existing table that has the same name as the copied table.
- check the auto_increment option to append the records of the copied table to the existing table; the starting auto_increment value (typically an ID field) will be one increment above the highest value in the existing table.
- switch to the copied table once the action has been performed.

To copy a table:

- 1 Enter a name for the table in the Copy table to input field. By default, the current name is used.
- 2 Check the desired options.
- 3 Click Go.

Performing table maintenance

Table maintenance operations are advanced functions. You should not use them without first reading and understanding the MySQL documentation.

Checking Used to determine if a table contains errors; it runs a 'myisamchk -m' on 'MyISAM' and 'InnoDB' files from within MySQL. For 'MyISAM' tables the key statistics are updated. You can get many rows of information for each checked table. The last row will be of 'Msg_type status' and should normally be 'OK'. If you don't get 'OK', or 'Not checked' you should run a repair of the table.

Analyzing Used to analyze and store the key distribution for the table. During the analysis, the table is locked with a read lock. This works on 'MyISAM' and 'BDB' tables and is equivalent to running 'myisamchk -a' on the table. MySQL uses the stored key

distribution to decide in which order tables should be joined when one does a join on something other than a constant.

Repairing Used to fix a table that you suspect may have been corrupted. Executing this operation returns a message describing whether a repair was warranted, and what exactly the problem was. Do not attempt to repair a table without first checking it.

Optimizing is used to reclaim unused space and defragment the data file. OPTIMIZE TABLE works only on `MyISAM` and `BDB` tables. For `BDB` tables, `OPTIMIZE TABLE` is mapped to `ANALYZE TABLE`.

Flushing Used to clear some of the internal caches MySQL uses. The flush commands include actions against: HOSTS, DES_KEY_FILE, LOGS, PRIVILEGES, QUERY CACHE, and TABLES. You can run these commands through the mysqladmin utility using `flush-hosts`, `flush-logs`, `reload`, or `flush-tables` commands.

Setting table type

You can choose to set the table type of the current table; by default, the format will be MyISAM. Setting table type is another advanced option.

To set table type:

- 1 Select the desired table type from the dropdown list.
- 2 Click Go.

Managing Users

Database Manager supports a sophisticated *privilege system* that grants and restricts privileges to database users based on their *roles*. You create user accounts (and associated *ODBC connections*) to allow users to connect remotely to your databases and perform actions on them, typically through a web page which includes a connection script written in PHP.

About user roles

Each user role allows certain MySQL commands to be executed. There are four user roles, three of which you may assign to the users you create:

- *Database Administrator* The default user created with each new database; you as the DSM owner are the Database Administrator. This user role allows full administrative access to the database (MySQL commands: SELECT, INSERT, UPDATE, DELETE, CREATE, DROP, GRANT, INDEX, ALTER, CREATE TEMPORARY TABLE, and LOCK TABLES). The Database Administrator User cannot be deleted or edited.
- *Read* Allows a user to browse a database (MySQL command: SELECT).

- *Read/Write* Allows a user to browse a database, insert new records, update records and delete records (MySQL commands: SELECT, UPDATE, ALTER and DROP).
- *Full Access* Gives user the same privileges as the Database Administrator *except* GRANT.

Adding users

User accounts can be mapped to specific people (e.g., an employee responsible for updating a product table) or to the general public (e.g. visitors to your website who browse the product table). Each database has its own set of users.

To add a user:

- 1 From DBManager Home, click the database for which you want to add a user. The User list and ODBC list are displayed.
- 2 Click the Add User button.
- 3 Enter a username and password. Confirm the password.
- 4 Select the *Role Type* for the user.
- 5 Click OK.

To change a user's role:

- 1 Check the radio button to the left of the user you want to delete.
- 2 Click the Modify User button.
- 3 Select a new role for the user.
- 4 Click Update.

To delete a user:

- 1 Check the radio button to the left of the user you want to delete.
- 2 Click the Delete User button. Confirm the deletion.

Note: An ODBC connection associated with the deleted user will be deleted, too.

Setting up an ODBC connection

ODBC (Open DataBase Connectivity) is an open standard which allows virtually any system or application to access a database. You can set up an ODBC for users to allow them to connect to your database from a remote location.

To setup an ODBC connection:

- 1 From DBManager Home, click the database to which you want to establish an ODBC connection.
- 2 Click Create ODBC.
- 3 Select a user for the ODBC connection from the dropdown list.
- 4 Enter an IP Address. If you want to allow an entire C class to use an ODBC connection, check the check box indicating so.
- 5 Click Save.

Exporting

Database Manager allows you to export a database (or selected tables) to a file. Some file formats allow you to view the records in another application, such as Microsoft Excel. The SQL format is used for backup/restoration purposes; it creates an SQL file (a series of queries) that can be imported back into MySQL to restore a database.

About export formats

Database Manager can export databases (or tables) in the following formats:

- *LaTeX* A document preparation format for high-quality typesetting.
- *CSV (Comma Separated Values)* A text file in which columns are delimited by commas (or semicolons) and records by line breaks.
- *CSV for MS Excel* A CSV file optimized for use in Microsoft Excel.
- *XML (Extensible Markup Language)* A flexible text format derived from SGML (Standard Generalized Markup Language).
- *SQL (Standard Query Language)* The command language used to administer databases.

Exporting databases

When you export a database, you set options related to the export format you chose. Once you have set these options, you can select the tables you want to include and export the file.

When you export SQL, you can choose to export the structure (columns), data (records) or both. The structure options are:

- inclusion of a “drop table” statement; if this option is checked, restoring the database will drop (delete) any existing database with the same name.
- addition of an “auto_increment” value.
- enclosing tables and field names with back quotes.

- adding creation, update and check information to the comments section.

And the data options are:

- setting export type (INSERT, UPDATE or REPLACE)
- use complete inserts.
- use extended inserts.
- use delayed inserts.

To export an SQL file:

- Select the database you want to work with from DBManager Home.
- Click Manage Database. phpMyAdmin launches.
- Click the database name above the table list.
- Click the Export button.
- Select the tables you want to include.
- Set the SQL Structure and Data options as desired.
- Check the Save as file check box.
- Click Go.

LaTeX, like SQL, allows you to set structure and data export options. The structure options control table captioning and key labeling; the data options include column labeling particulars and replace NULL string.

To export a LaTeX file:

- 1 Select the desired tables.
- 2 Select LaTeX from the Export box.
- 3 Set the desired LaTeX Options.
- 4 Check the Save as file check box.
- 5 Click Go.

The default values for CSV export are:

option	default
Fields terminated by	semicolon (;)
Fields enclosed by	quotation marks (“)
Fields escaped by	backslashes (\)
Lines terminated by	\r\n
Replace NULL by	NULL
Put field names in row	(checked)

To export a CSV file:

- 1 Select the desired tables.
- 2 Select CSV from the Export box.
- 3 Set the desired CSV Options.
- 4 Check the Save as file check box.
- 5 Click Go.

There are only three CSV for Microsoft Excel export options: replacement string for NULL values, put field names at first row, and specify Excel platform (Windows or Macintosh).

To export a CSV for Microsoft Excel file:

- 1 Select the desired tables.
- 2 Select CSV for MS Excel from the Export box.
- 3 Set the desired export options.
- 4 Check the Save as file check box.
- 5 Click Go

XML export options:

Other than the ability to select which tables to export, there are no XML options.

To export an XML file:

- 1 Select the desired tables.
- 2 Select XML from the Export box.
- 3 Check the Save as file check box.
- 4 Click Go.

Exporting tables

The export options for tables are the same as the database options, with one difference: when you are exporting a single table, you can specify the range of records to export.

To export a table:

- 1 Select the table you want to work with from the table list pane.
- 2 Click the Export tab.
- 3 Set the desired Export options.
- 4 Specify the number of records to dump (write to the export file) and the starting record number.
- 5 Click Go.

Chapter 30: Mime Types

Overview

The Mime Types Manager will allow you to add new Mime types to your site. MIME stands for Multipurpose Internet Mail Extensions, which is an official Internet standard that specifies the way in which information must be formatted. Originally used just in email, MIME types are now used by many applications. Your browser uses them to determine what application should be used to open and/ or edit files.

Incorrect MIME settings are one of the most common sources of HTTP Error 405.

To access the Mime Types Manager:

Click on the Mime Types icon in your Control Panel.



Using mime types

To add a mime type:

- 1 Choose the directory you would like to work with from the drop-down menu.

Mime Types Manager

The Mime Types Manager will allow new mime types to be added to your site.

Choose the directory you would like to work with:

Directory:

To work on another directory, just select a directory above and click Load.

Note: All subdirectories of the chosen directory will be affected.

- 2 Click Load. A form will appear below the directory drop-down list.
- 3 In the Mime Type field, enter the type and subtype in the form of *type/subtype*.
- 4 Enter the extension in the extension field.
- 5 Click Add. The page will reload and a list of installed Mime Types will be displayed.

To delete a mime type:

Click Delete beside the type you would like to remove.

Chapter 31: Network Query Manager

Overview

The Network Query Manager is available for your domain. This tool is a one-stop solution for getting information about a *domain* or *IP address*. The Network Query Manager can perform the following functions when installed on your domain:

Resolve/ Reverse lookup converts an IP to a hostname (if one exists) or vice versa.

Get DNS Records converts a hostname to an IP, and may display additional information, depending on the domain entered.

Whois (WWW) gets domain registration information. Supports *.com*, *.net*, *.org*, *.edu*, *.name*, *.info*, *.us*, *.cc*, *.ws*, *.biz*.

Whois (IP) gets IP owner information. Supports all IP blocks maintained by ARIN (US), RIPE (Europe), JPNIC (Japan), APNIC (China/Asia-Pacific), and REG-BR (Brazil).

Check port determines whether a port on the target host is open. The default is port 80.

Traceroute to host traces and times the route between your domain and the address you specify.

To access the Network Query Manager:

Click the Network Query Manager icon in your Control Panel.



Using the Network Query Manager

To install the Network Query Manager:

Click Install Network Query Software from the Network Query Manager. A confirmation page will display, informing you that your request will be completed within ten minutes.

To access a description of what the Network Query Tool can do:

Click Instructions and Documentation.

To view the Network Query Tool on your domain:

- 1 Click Access this tool on your domain.
- 2 Click on the operation you wish to perform, and enter a *host* or *IP* into the box.

3 Click Do It, and the results of the action will appear.

To visit the tool's website:

Click This Tool's Website.

Chapter 32: NetBuilder

Overview

NetBuilder is a full-featured web-based database management program, NetBuilder was designed to allow you to administer, manipulate, and search on your data from a web based interface.

To access NetBuilder:

Click the NetBuilder icon in your Control Panel.



Note: If you do not have a NetBuilder database, you must add one to use this application.

To add a NetBuilder database:

Click Add NetBuilder Database.

Using NetBuilder

To use NetBuilder:

After adding a database, click Sign into NetBuilder.

Note: Your username and login should be the same as your Control panel username and password.

You will need to select a database to work with. Select the database and type its name into the Select Database box, then click Select.

Navigation through NetBuilder is accomplished in two different ways. You can easily reach any feature in the application with one click of the mouse.

- Use the Menu Bar at the top of each screen to find the desired option, and then scroll down (and over) to click on the feature you wish to use.
- You may also move through the system using the various Section Menus.

Detailed instructions about using NetBuilder can be found in the NetBuilder User Guide.

To access the NetBuilder User Guide:

Click NetBuilder User Guide from the NetBuilder home page.

Uninstalling NetBuilder

Click UnInstall NetBuilder. You will receive a confirmation informing you that your request will be processed within ten (10) minutes.

Chapter 33: Newsletter

Overview

The Newsletter option allows you read newsletters sent out by your hosting provider,

To access the Newsletter:

Click the Newsletter icon in your Control Panel.



Using newsletter

If newsletters are available, they will display in a list, by date. If not, you will see a message stating that no newsletter is available.

To view a Newsletter:

Click on the newsletter's title.

Date	Subject
08/17/04	Sample Newsletter

Chapter 34: Parked Domain

Overview

The Parked Domain option will assist you in registering a new parked domain. A *parked domain* is a domain pointing to the same location as your master domain.

To access Parked Domain:

Click the Parked Domain icon in your Control Panel.



Registering a Parked Domain

Domain names must consist of alpha characters, numeric characters, or the minus sign. Other characters will not be accepted. Domain names are not case-sensitive.

A domain that ends with *.com*, *.net*, *.org*, *.info*, *.name*, *.kids.us*, *.cn*, *.cc*, *.us*, and *.biz* may be registered automatically.

Domain registry for other countries will be done on our nameserver, but the you are responsible for contacting the Network Information Centers (NICs) in respective countries to complete the registration.

To register a domain name:

- 1 Enter the domain name. You will be asked to check the availability of the domain, before you sign up for it.
- 2 If you are a new registrant, you will need to determine whether or not you would like to register your own domain, or have it done for you.
- 3 For New Registrants only: Select the number of years that you would like your domain registered for, and answer whether or not you are a member of one of Network Solution's partners. If so, state which one.

Note: If you are an *.info*, *.name*, *.us*, or *.biz* and are registered through BulkRegister.com, you will have to register for at least two years.

- 4 Your domain package is Parking. Enter the following information:

- Contract Length

- Name (first, last)
- Company
- Address
- City, State, Zip code
- Phone Number
- Fax
- Email
- Off-network Email

5 Decide if you want the above information for Administrative and Billing Contact information. Check the appropriate boxes.

6 If you want us to be your *Technical Contact*, check the box.

7 Click Next.

8 A page with your contact information, and billing information will load. If everything is correct, click the Place Order button.

Chapter 35: PGP Mail

Overview

PGP stands for *Pretty Good Privacy*. It is an encryption scheme designed to be unbreakable. PGPMail allows you to encrypt mail sent to you from forms on your website. Your users can send you encrypted email without ever opening a separate email client, such as Outlook, Thunderbird, or Eudora.

What is PGP?

Traditional encryption schemes work like this: Alice wants to send a secret message to Bob, so she encrypts message using a key (an alphanumeric series used to scramble data, so that the message can't be read by someone just picking it up). Alice sends the message to Bob, and Bob decrypts the message, using his own copy of the key.

There are several problems with the above situation, the main one being that Alice, somehow, has to securely get a copy of the key to Bob. If she is sending encrypted messages in the first place, it stands to reason that she has no secure delivery method, and thus, will always have to worry that someone else will be able to decrypt her messages.

During the 1970s, several mathematicians discovered a form of encryption that does not require both parties to have the same code. You would think that if Alice encrypts a message to Bob using Alice's key, and then Bob decrypts the message using his own, that the message would come out as gibberish. This isn't the case, because both Alice and Bob actually have two keys: one for encrypting, and one for decrypting. The key that people should use to encrypt messages to Alice is public. She can post it on her door, on her website, or in the local newspaper.

Alice can do this, because with PGP, her key is going to be the product of two very large prime numbers. Factoring large numbers is very difficult, and when the only two factors are primes, even more so. Alice's public key will be the product of these two prime factors, and her private key will be the two prime factors themselves.

Bob sends Alice a message encrypted using her public key. It doesn't matter if anyone else gets hold of the message, because only Alice will be able to interpret it. Bob doesn't need to private key, because he's not doing any decrypting.

Alice receives the message, and uses her private key to decrypt the message. If she wants to send a reply to Bob, she'll use the public key that he's posted online, and he'll use his private key to decrypt the reply.

Installing PGP

In order to get PGP up and running on your domain, several things must happen:

- 1 Obtain public and private PGP keys.
- 2 Install your private PGP key through your email client.
- 3 Install your public PGP key through your control panel.
- 4 Create a form that includes the PGP method (demonstrated below) one of your web pages.

Obtaining PGP keys

Your email client should include instructions for obtaining PGP keys. Some possible resources are:

GnuPG (<http://www.gnupg.org/>), an open source implementation of OpenPGP.

Installing your private key

While installation differs from program to program, you will need to install your *private* key into your email client.

Installing your public key

Once you have installed your private key into your own email client, you must add your public key to your control panel.

To install your public key:

- 1 Click the PGP icon in your control panel.
- 2 Copy your public key from where ever you saved it, and paste it into the text-box.
- 3 Click Add. You should be able to see the details of your key, including expiration date, at the top of your screen. Be sure to note your keyID.

Required Form Fields

Every single form that uses PGP mail must have a `recipient` field. It should be set to the email address that is part of your *UID* in the PGP Manager, otherwise you will not be able to decode the email upon receipt.

Syntax `<input type="hidden" name="recipient" value="youremail@yourdomain.com" />`

username

This field tells PGPMail where to look for the configuration files that allow it to encrypt mail sent to you. Replace *yourusername* with your control panel username.

Syntax `<input type="hidden" name="username" value="yourusername" />`

keyname

This form field allows you to specify the name of your public key. This will be the public key that PGPMail uses to encrypt your mail. You must possess the private key in order to decrypt the email that is sent. You can get your public key name by going to PGP Manager in your control panel. It is referred to as your *Key ID*.

Syntax `<input type="hidden" name="keyname" value="publickeyname" />`

Optional Form Fields

Chapter 36: Phone Support

Overview

Phone Support is available to assist with any questions that you may have about your domain.

To access information on how to receive Phone Support:

Click the Phone Support icon in your Control Panel.



Using phone support

Clicking on the Phone Support icon will display instructions on receiving phone support. The phone number you should call is shown, as well as information you should have handy to make it easier for technical support to help you. This information includes:

- Your domain and user names.
- Your email address.
- The date.
- The starting date of your account.
- The next billing due date.
- Your off-network email address.

Chapter 37: Poll Manager

Overview

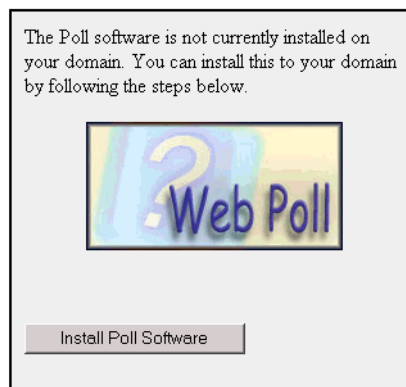
Poll Manager allows you to manage polls that you would like to have running on your website.

To access Poll Manager:

Click the Poll Manager icon in your Control Panel.



The first time you access Poll Manager, you will need to install it by clicking Install Poll Software.



You will receive a confirmation that the request will be completed within ten (10) minutes.

For detailed instructions and commands for setting up a poll, click on Instructions and Documentation.

Getting Started

To manually add a new poll:

1 Click Allow a New Poll.

Getting Started

Please click the button below if you wish to allow a new poll to be created.

New Feature! After clicking the button, you will have the option of using the Poll Wizard to create your Poll. You can also access the wizard by clicking the 'Poll Wizard' button below; however, before submitting a vote for the first time you must still manually click 'Allow New Poll'.



2 Copy the following HTML code into the page the poll will be on:

```
<p>WebSite Poll: Yes, No, or Maybe</p>
<form action="/cgi-bin/poll.cgi" method="post">
<input type="hidden" name="poll_id" value="yesorno" />
<input type="hidden" name="poll_title" value="Yes, No or Maybe" />
<input type="hidden" name="redirect" value="http://yahoo.com" />
<input type="radio" name="vote" value="Yes" /> Yes <br />
<input type="radio" name="vote" value="No" /> No <br />
<input type="radio" name="vote" value="Maybe"> Maybe <br />
<input type="submit" value="Vote!" />
</form>
```

Put the following code into your website to view the results:

```
<a href="/cgi-bin/poll.cgi?poll_id=yesorno"> View Poll Results </a>
```

3 If you use Server Side Includes(SSI), you may use the following in your website.

```
<!--#include virtual="/cgi-bin/poll.cgi?poll_id=yesorno&ssi=1" -->
```

4 Each time that you decide to change the `poll_id` to start a brand new poll, you must re-click Allow New Poll.

Once you get the hang of creating and displaying polls, try changing the colors of the results by creating a CSS style sheet and changing the `bar_color` attribute, making an SSI based page to display the results, and also displaying links to random past polls. All of these are explained in detail in the documentation section above.

To add a new poll using the Poll Wizard:

1 Click Poll Wizard from the Poll Manger's main page.

2 You'll be asked the question that the poll will ask, how many possible responses you'd like to include, and the URL to which you'd like to redirect users after they vote. Click Continue when finished.

3 Enter the answers to your poll, the URL to a stylesheet (if applicable), and the color you would like to use for the poll's progress bar. Click Continue when finished.

4 The wizard will generate all of the code snippets you will need to display the poll, its results, and link to random previous polls (if applicable).

Configuring the form method

The form method determines how your form (your poll) will interact with the server. It must be `post`, for your poll to work. The opening line of your form will be:

```
<form action="/path/to/poll.cgi" method="post">
```

Configuring the Poll Information

```
name="poll_id" type="hidden"
```

REQUIRED Value will contain the id of the current poll. This value will not be seen by users.

```
name="poll_title" type="hidden"
```

REQUIRED Value will contain the poll's title. This value will be displayed to users, and should be descriptive of the poll.

```
name="redirect" type="hidden"
```

OPTIONAL Value will contain a fully qualified URL to which the user will be directed to after voting.

Configuring the Voting options

```
type="radio" name="vote" (at least 1)
```

REQUIRED This will be the means by which the users vote. The values will contain the answer to the poll. These will be displayed in the results page, and should be entered as you would like them displayed.

Example:

```
<form action="/cgi-bin/poll.cgi" method="post">
<input type="hidden" name="poll_id" value="yesno">
<input type="hidden" name="poll_title" value="Yes, No or Maybe">
<input type="hidden" name="redirect" value="http://yahoo.com">
<input type="radio" name="vote" value="No"> No <br>
<input type="radio" name="vote" value="Maybe"> Maybe <br>
</form>
```

This form can be placed anywhere on your site, in any html page, and can be formatted however you like.

Displaying Results

To Display the Results of Your Poll, method 1:

Create an HTML document that contains your content and has a `.shtml` extension. This extension tells the web server to parse *includes* and display the results of the *include*.

In this example, "results.shtml" will be the example SHTML document.

```
<html>
<body>
<div align="center">
<!--#include virtual="/cgi-bin/poll.cgi?poll_id=yesno&ssi=1" -->
</div>
</body>
</html>
```

The above example will display the poll identified by `poll_id`. In this case, it is our aforementioned *yesno* poll.

To display results via SSI (Server Side Includes), you must also give the script the parameter `ssi=1` or `ssi=yes`, as shown above.

The default color of the results bars is black. This can be changed by also passing in the "`bar_color=COLOR`" parameter. For example:

```
<!--#include virtual="/cgi-bin/poll.cgi?poll_id=yesno&bar_color=yellow&ssi=1" -->
```

The available colors are as follows:

- black
- blue
- brown
- cyan
- green
- grey
- orange
- red
- yellow
- Additional colors can also be added. To do this, create a jpeg image that is one pixel X one pixel, of any color you choose. Upload it to the directory you specified as "\$image_url" (yourdomain.com/images by default), in the format of YOURCOLOR_pix.jpg. If you create a 1x1 px. jpeg of the color chartreuse, you would name it "chartreuse_pix.jpg". Then, you can use that color.

```
<!--#include virtual="/cgi-bin/poll.cgi?poll_id=yesno&bar_color=chartreuse&ssi=1" -->
```

To Display the Results of Your Poll, method 2:

If you do not wish to use SSI, you can make a link directly to the current poll. Simply use this format:

```
<a href="/cgi-bin/poll.cgi?poll_id=yesno"> View Poll Results </a>
```

Again, you can pass in the bar color, and the css style.

```
<a href="/cgi-bin/poll.cgi?poll_id=yesno&bar_color=orange&css=poll_yellow.css"> View Poll Results </a>
```

When displaying the results this way, 25 random past polls will also be generated in a menu on the left-hand side of the page.

To Display Past Polls:

You can also include a list to past polls. Use the same method of including the "include" line, but use the following variables:

```
<!--#include virtual="/cgi-bin/poll.cgi?past_polls=1" -->
```

The `past_polls` variable will be given in this case, with a value of "1" or "yes".

This will link to the built-in function of displaying the poll results. With just the above link, the default colors format will be used. You can, however, give extra options to further customize the displayed results.

```
<!--#include virtual="/cgi-bin/poll.cgi?past_polls=1&bar_color=red" -->
```

Use the above include to link to results that display a red bar.

Note: For any SSI included poll data, you will need to do all the formatting within the page. Simply the raw html will be displayed with the includes, so putting them within a table or div would be a lot prettier.

CSS Support

You have the option to either modify the default CSS style, or copy it and modify the copy. It is best to copy it and modify it so as to not lose the original copy if an error is made

Two CSS Styles are provided. The default black and white style, and a more colorful red and yellow one.

To use a custom CSS when displaying the links to past polls, as described above, try the following:

```
<!--#include virtual="/cgi-bin/poll.cgi?past_polls=1&bar_color=red&css=poll_yellow.css" -->
```

The above will create the links to the poll data that will be displayed using red bars, and the **poll_yellow.css** style sheet.

For the sake of example, you can use the following for the default style, even though it is not required:

```
<!--#include virtual="/cgi-bin/poll.cgi?past_polls=1&bar_color=red&css=poll_default.css" ->
```

User configurable variables within the script

This requires that you edit the script itself

```
# Full Unix Path to directory where the data files will be stored (not
# web accessible == better)
#
#
$data_dir = '/home/YOUR_USERNAME/poll_data';
# Absolute URL to grab images from (leave blank for root web '/')
#
#
$image_url = '/images';
# Absolute URL to grab CSS files from (leave blank for root web '/')
#
#
$css_dir = '';
# List of referers that are allowed to post to polls
#
#
@referers = (
"yourdomain.com",
"www.yourdomain.com",
"your.other.com",
"your.other.other.com"
);
# When the browser blocks the referer, do we want to allow a vote?
# 1=yes 0=no
#
$allow_empty_ref = 0;

# If set to 1, this value will disallow the creation of a new poll unless
# a file named "create.allow" is placed into $data_dir. This file should
# be created/uploaded whenever a new poll needs to be made. It will
# automatically be removed upon creation of the poll.
# secure = 1, not = 0
#
$more_secure = 1;
```

If `$more_secure` is set to 1 (one), then a poll cannot be created unless you first click the Allow a new poll button in the Poll Manager. Once a vote is posted to the poll, you will again be unable to create a new poll until the above step is repeated. This redundancy prevents malicious users from creating an unlimited number of polls. There are some other checks for naughty people of this type, but all of these can be bypassed rather easily.

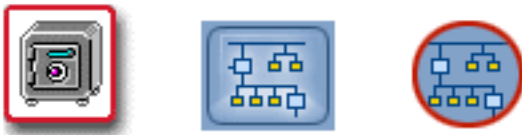
Chapter 38: Protect Directories

Overview

Protect Directories allows you to limit the amount of access a user has to your site. You may specify a username and password for directories to protect them. Each protected directory may have multiple users. The Protect Directories option may also be used to remove a user's access to a protected directory.

To access the Directory Protection Manager:

- Click the Protect Directories icon in your Control Panel.



- Or, in the File Manager, click the Password link beside the directory you would like to protect.

Protecting Directories

Note: In order to use the Protect Directories option, the Microsoft FrontPage Extensions option must be disabled. Otherwise, you must use your version of Microsoft FrontPage to protect the directories.

To Protect a Directory:

- 1 The Directory Protection Manager has a drop-down menu in the Directory field. You will use this drop-down box to locate which files you want protected. For example, if you want to protect your site's Guestbook Manager, locate it in the Directory drop-down menu and click Load.
- 2 Clicking Load brings up a form where you may add and modify users for a directory. To add a user, type in a user ID and a password and click Submit.
- 3 Set up a username and a password to give a user secure access to the selected directories.
- 4 Click Submit.

To change a user's password:

- 1 Select the directory you wish to work with, and click Load.
- 2 Enter the user's username, and their new password.
- 3 Click Submit.

Note: You may have to close and reopen your browser, before access is denied to you when testing your new directory protections.

To remove a user:

After selecting the directory and clicking Load, scroll down to the Remove a user for Directory field, select the User ID from the drop-down menu, and click Remove. To remove all protections from a directory, simply repeat for each user in the directory.

Chapter 39: Quaranteen

Overview

Quaranteen Manager aids in detecting and taking care of any virus that may affect your domains. It can also be set up to filter all emails containing attachments with certain extensions. Quaranteen is configured through the Mail Manager.

To access Quaranteen before installation:

Click the Quaranteen icon in your Control Panel.



To access Quaranteen after installation:

Click the Mail Manger icon in your Control Panel.

Enabling Quaranteen

If Quaranteen is not yet installed on your domain, you will have to enable it to access its anti-virus features.

To enable Quaranteen:

Click Enable Quaranteen. You will receive a message confirming that your request will be processed within ten (10) minutes.

You will be able to now go into your Mail Manager and configure Quaranteen. The following help notes will be listed on the page that appeared when you enabled Quaranteen.

Configuring Quaranteen

Turn On Quaranteen When Turn On Quaranteen is checked, one of four things will happen to an email.

- If the email has an attachment that could be executed on Windows, then the program will rename the attachment. This email will arrive at its regular destination.
- If the name of an attachment matches the name of a very well known virus in the virus database, then the attachment will be renamed and the email will be placed in the Emails with known issues file.

- The *Blocked extensions* feature explained below will be activated.
- If the email does not match any of the conditions above, then the email will remain unchanged and will arrive at its regular destination.

Note: After reviewing the attachment and deeming it safe, you may rename the file to its former name to run it.

To change a setting:

Check or uncheck the accompanying box, and then click Save Settings.

Enter attachment extensions to be blocked

Enter a filename extension (e.g., .doc, .exe), click Add Blocked, and then click Save Settings to add that extension to the **Blocked Extensions** list.

Blocked extensions

Any email with an attachment that ends in an extension listed here will be stored in the Emails with known issues file and a warning will be sent to the administrator's email address. Select one or more of the extensions, click on Remove Block, and then click on Save Settings to remove them from the list.

Enter administrator's email address

When the program determines that an email is problematic, it will send a warning message to this address.

Emails with known issues will be stored to file

When the program determines that an email is problematic, it will store that email in this file. To change the name of the file, you need to highlight the text in the field, enter the new filename, and then click on Save Settings. You can also indicate directories. The directories and filename must be made up of alpha characters, the underscore, or the dash. No other special character can be used, e.g., the period. Once you make the change, make sure to click on Save Settings. Valid Examples: *virus_mail*, *mail/virus_mail*. Invalid Examples: *domain-mail/virus_mail.txt*, *mail/virus.txt*. To empty the contents of the file, click on the Empty link.

Note: You can store e-mails that the program has determined to be problematic to your -mail directory, and then create a user in your mail manager that matches the name of the Emails with known issues file. This will allow you to retrieve an email that you know is not problematic.

Select security level

Select the level of tolerance the program uses to determine whether an email is problematic. To change this, click on the menu, select the level, and then click on Save

Settings. Please note that this program does not offer full virus protection. For protection against viruses, it will be necessary to acquire a virus protection program for your mail client.

Chapter 40: Redirect URL

Overview

Redirect URL lets you change the file that appears when a specific file's address is entered. For example, you may redirect people who might be using old URLs that are still on your website, but are no longer valid. This option allows you to redirect them to current URLs.

Note: In order to use the Redirect URL option, Microsoft FrontPage Extensions must be disabled. If it is enabled, you must use your version of Microsoft FrontPage to protect the directories.

To access Redirect URL:

Click the Redirect URL icon in your Control Panel.



Redirecting URLs

To add a redirect URL:

- 1 In the Directory field of the Directory Redirection Manager, select the directory in which the file you would like to apply is found, enter it in the Directory field, and click Load.
- 2 Place the file you would like to redirect from the in box to labeled From.
- 3 Place the file you would like to be redirected to in the box labeled To.
- 4 Click Redirect for your redirection to placed in this directory.
- 5 You can delete any redirection by clicking the Delete link next to the redirection you would like to delete.
- 6 The box at the bottom of the page allows you to make a List of Redirections. This list will inform the Directory Redirection Manager of where you want the files redirected.
- 7 Repeat this process for each redirection that you wish to make.

Note: Be sure that in the From field, you specify only the file that you would like the redirection to occur from. In the To field, place a URL address where you want the redirection to go. *If the information in both fields is not accurate, this redirection will not work.*

To remove URL redirection:

- 1** Select the directory where the file you originally redirected is located.
- 2** Click the Delete link, located to the right of the file in the List of Redirections. The redirection of the file will be removed.

Chapter 41: Resource Meter

Overview

The Resource Meter displays your disk space, email, and transfer usage. This information may also be found on your Control Panel's main page.

Chapter 42: Secure Mail Manager

Overview

Secure Mail will allow you to send emails more securely, if you have installed a secure certificate. You must install a secure certificate to use Secure Mail.

The internet is not a secure medium for sending information, unless the information is sent over a secure server. Normally, any text (such as your credit card number) sent from a user's browser to your server is sent as plain text. This means that someone could potentially intercept the information and read it. A secure server encrypts the information before it leaves users' browsers, so that even if data is intercepted, it's useless.

Once Secure Mail is enabled, you can use form mail to embed forms on secure pages, so that your users can send you information without worrying about interception by malicious persons.

To access the Secure Mail Manager:

Click the Secure Mail icon in the Control Panel.



To enable secure mail:

Once you have a secure certificate installed, click Enable Secure Mail. A confirmation will be displayed, stating that your request will be processed within ten (10) minutes.

To test secure mail:

Click Test Secure Mail. The system will run a test of Secure Mail and if it is successful, you will receive a confirmation.

Sending Secure Mail

From your website, make sure that the link to the page the form is in is created with a full path that includes `https://`. For example, to access a page called `mail.html`, you would have to link to `https://<domain>/mail.html`, NOT `http://<domain>/mail.html`, or simply `mail.html`. You will use `https://` again in your form call.

Your code will look similar to the following:

```
<form method="post" action=https://<server>/<domain>/cgi-bin/formmail.pl>
  <input type="hidden" name="recipient" value = "<user>@<domain>">
  <input type="hidden" name="subject" value="whatever">
```

```
<input type="hidden" name="return_link_URL" value=https://<server>/<domain>/
yourpage.html>
<input type="hidden" name="return_link_title" value="Back to your Page">
</form>
```

In the code above, `<server>` represents the name of the server your domain rests on. You were given this information when you received your account setup information. `<domain>` is the full name of your domain.

You may include any of the other fields normally used with form mail.

Chapter 43: Java Servlets

Overview

Servlets are Java's answer to CGIs. They are programs that run on your web sever, and can dynamically build web pages. Java Servlets are more efficient than CGIs. Each request to a CGI script is answered in a separate process by a separate instance of the CGI script. A servlet doesn't run in a separate process, and stays in memory between requests. Servlets also load in only a single instance, answering all requests at the same time.

To access Java Servlets:

Click the Java Servlets icon in your Control Panel.



Installing Java Servlets

If you have not already installed Java Servlets, click the icon on your Control Panel to do so.

To install Java servlets:

Click Enable Java Servlets. A confirmation page will display, informing you that your request will be completed within ten (10) minutes.

Using Java Servlets

To use Java Servlets with your domain, you will need to copy the compiled Java Servlet code, which is the file with the `.class` extension, into your servlets directory: `http://<yourdomain>/servlets/YourServlet`.

Chapter 44: Secure Server

Overview

You may obtain a Secure Server (certificate) for your domain. If you want to use web pages that are capable of passing information to and from your users in a secure fashion, then you need a secure certificate. This enables you to utilize the security of up to 128-bit encryption designed to prevent anyone from intercepting the information passed to and from your website when accessed using https. With a secure certificate installed on your domain, the web server encrypts/ scrambles the information sent to your users, who are the only ones with the key capable of decrypting/ descrambling and viewing the information. This capability is particularly useful for e-commerce or other sites that may handle private or personal data.

To access Secure Server:

Click the Secure Server icon in your Control Panel.



Using Secure Server

You may do the following from the Secure Server Manager:

- Purchase a secure certificate.
- Install a secure certificate.
- Learn more about what secure certificates are, and why you need one.
- Generate your Certificate Signing Request (CSR) and keys.
- Review your Certificate Signing Request (CSR) and keys.
- Order your QuickSSL.
- Install your QuickSSL certificate.
- Create a temporary fake certificate.

To Generate a Certificate Signing Request:

1 Click Generate or Review your Certificate Signing Request (CSR) and keys by going [HERE](#).

2 Fill out the form that follows to generate the request. You will be asked to provide a password, your city, state, country, the exact legal name of your organization, your department's name, your domain name, and the domain administrator's email address.

3 Once you have generated this Certificate Request you will a confirmation page telling you that the certificate will be generated within 10 minutes.

To Order a Secure Certificate:

1 After the Certificate request has been processed, you will be able to order a secure certificate by clicking on the link [Process your Secure Certificate Now](#) from the page that appears after generating the Certificate Signing Request, OR by clicking on the link [Order your GeoTrust Secure Certificate HERE](#) from the Secure Server Manager Page.

2 Fill out the form with your name, phone number, and email address, and then select the length of the contract (between 1 and 3 years).

3 An email will be sent to the email address specified. Respond to this email approving the SSL certificate request, and agreeing to the QuickSSL Subscriber Agreement.

4 The secure certificate will be sent to you by email.

To Install a QuickSSL Certificate:

1 Click [HERE](#) where you are invited to install your certificate, or click the [HERE](#) in the third option on the GeoTrust Manager home page.

2 Copy the certificate from the email you received into the text-box.

3 Click Review.

4 Your password and the information you placed in the text-box will be displayed. Click Install to install the certificate on your site. A confirmation page will appear, informing you that your certificate will be installed within 10 minutes.

To Install a non-GeoTrust Certificate

1 Click [HERE](#) where you are invited to install a non-Geotrust Certificate.

2 Select your certificate provider from a drop-down menu (options are: Thwate, Verisign, Entrust, OpenSRS, and Comodo).

3 You will be asked to enter your password, and the RSA key and certificate given to you by your certificate authority. Click Review after you have finished entering the information into the text-boxes.

4 A page will display the information you provided. If it is correct, click Install. A confirmation page will appear informing you that your certificate will be installed within 10 minutes.

Updating Certificates

If your certificate is nearing expiration, you can update it through your Control Panel.

To update your certificate:

- 1** Click the Update Certificate link.
- 2** Scroll down past the example.
- 3** Enter the password you used when generating your certificate.
- 4** Enter your Key and New Certificate in the appropriate boxes.
- 5** Click Review.
- 6** The information you just entered will display on a new page. Click Install to install the new certificate.

Dummy Certificates

You may install a dummy certificate (without ordering and paying for it) to explore the functioning of secure certificates on your site. This certificate will *not* be secure, but in all other ways will act like a regular certificate.

To install a dummy certificate:

- 1** Click the Generate a Dummy Certificate link near the bottom of the GeoTrust Manager.
- 2** Enter your password, city, state, country, organization, department, domain name, and administrator's email address.
- 3** Click Generate Certificate.
- 4** A page will load with your RSA Key and certificate. Scroll to the bottom and click the Install button.

Chapter 45: Site Statistics

Overview

Statistics allows you to see the statistics on your site for the last twelve months. You may view hits, files viewed, files cached, pageviews, sessions, and KB sent.

Hits The number of times a browser requests information from your website. This can be misleading, because it includes all file requests for a particular page. For example, a web page with three graphics would generate four hits. One for the page itself, and three for the image files.

Files The number files successfully requested and delivered between your server and users' browsers.

Cached The number of files already in the users' cache. If the file hasn't been updated since the last time the user visited your website, then the server doesn't need to send the file. Instead, the users' computer displays the cached file.

Pageviews The number of times a browser requests a text or html file, and is a much better indicator of site traffic than hits.

Sessions The number of unique visitors to your site during a specified time. The default is one day.

KB (kilobytes) The amount of data sent to browsers.

To access your Site Statistics

- 1 Click the Site Statistics icon in your Control Panel.



- 2 You will be asked to enter your username and password. Do so, then click OK.

You have the option of navigating your Site Statistics via a pop-up window or Java Script frames.

To view your Site Statistics with pop-up navigation:

Click Statistics for the last 12 months.

To view your Site Statistics with frame navigation (requires Java Script):

Click Frames Version.

Pop-up Navigation

Your Site Statistics will load. In the main window, a line graph showing your hits, files, pageviews, cached files, session, and KB sent for the last year (by month) is displayed. Beneath this graph is a table, listing the same information. You may view the short statistics (bar graph and table, broken down by day) for the current month by clicking the Short Statistics link at the top of the table.

At the bottom of your screen are links to the Frame Version and a 3D version of the graph.

To view the Statistics for a particular month:

Click the month in the Navigation Window.

The Navigation Window will change. You may view the Full Statistics for the month (the page that automatically loads in the Main window when you view statistics by month by clicking on the Full Statistics link at the top of the Navigation Window.

Full Statistics

A table with information about your site is displayed.

The monthly summary displays information about your website.

The following information is shown by name, graphical representation, percentage of total, and number:

- Total hits: total number of files requested.
- Total files sent (code 200): total number of files actually sent by the server.
- Total files saved by cache (code 304): total number of files saved in users' caches.
- Other response codes: any other transfer of information from your sever.
- Total page views: total number of HTML and text files viewed.
- Remaining responses: other files viewed.
- Total KB requested: total kilobytes your sever was asked to send.
- Total KB transferred: total kilobytes actually sent.
- Total KB saved by cache: total kilobytes saved in users' caches.

The following information is displayed by name and number.

- Total unique URLs

- Total unique sites
- Total user sessions
- Total unique agents
- Total Unique referer URLs

Log file statistics are displayed by name and number.

- Total logfile entries read
- Total logfile entries processed
- Total authenticated requests

Other response codes are displayed by name and number.

Request Methods other than GET/POST are listed by name and number.

Hits

The following options for viewing hits are available.

Day Hits, files, pageviews, sessions, and kilobytes sent are displayed in a bag graph, broken down by day. The actual data may be viewed in a table below the graph.

Weekday and Hour (Wday/ Hour in the frames menu) Bar graphs by day of the week, and by hour of the day, are broken down by hits, files, pageviews, sessions, and KB sent. Tables for the top 24 hours of the month, the top 5 minutes of the month, and top 5 seconds for the month are also shown, listing hits, files, pageviews, KB sent, and the units' date/ time.

Country Countries from which your site has been visited are displayed in a pie chart, broken down by country. Data concerning hits, files, pageviews, sessions, and kilobytes may be viewed in the table, organized by country, that sits below the graph.

3D Model (in the frames menu, check the VRML box near the bottom) A 3-dimensional model of the hit count.

Items/ URL

You may view the items most visited on your site.

Top 10 (Top URLs in frames view) Displays a list of the top 20 URLs visited in your site for the given month. A pie chart breaks the information down by percentage, and below the pie chart, a table lists the hits, files, pageviews, sessions, and KB sent for each URL.

Overview (to access in the frames view, click the Top URL link, then click More Information at the top of the table.) Displays information similarly to the Top URLs, but in a text format.

Not Found A text listing of hits, session, bytes sent, and URLs of pages not found when users requested them.

List (not available in frames view) This page will open in a new window. It is a textual list of every single URL requested on your site during the given month, broken down by directory. This page lists hits, files, pageviews, bytes sent, size, and the URL for each item.

Browser Type

Displays information about the browsers used to view your website.

Top 10 (Top Brow in frames view) Displays up to the top 20 browsers used to visit your domain. The information is broken down by percentage, and displayed in a pie chart, and displayed in a table listing hits, files, pageviews, sessions, KB sent, and the browsers. Each browser serves as a link to the browser list.

Overview (click on Browsers, in frames view) The overview displays the information in a textual format, broken down into two sections. The first shows hits, files, pageviews, and bytes sent for each browser family. The second shows information about unknown browsers used to view the site.

List (in frames view, click on Browsers, then click on the name of a specific browser to open up the List in a new window) The list opens up in a new window, and breaks down each browser family down into specific browsers. Total hits, pageviews, bytes sent, and browser type are displayed for each browser.

Reference URL

Displays information about how your site is accessed by users, and what other websites are linking to you.

Top 10 (click Top Refer in frames view) Breaks your referer down by percentage and displays them in a pie chart. Up to the top 20 referer are then displayed in a table by hits, files, pageviews, sessions, and KB sent. The URL listed is a link to the referring website.

Overview (Referer in frames view) A textual representation of referral URLs, displayed by hits, files, pageviews, bytes sent, and referer URL. Here, the URLs are links to the referral list. At the bottom, a breakdown of URLs by unknown vs. known is also displayed.

List (not available in frames view) The exact files requested by each referer are listed, broken down by referer. For each file, hits, files, pageviews, bytes sent, and the file address (a working link to the file) is listed.

Domains

Note: Not available in pop-up view.

This is a list of all the servers that have request a file on your website. Hits, files, pageviews, and bytes sent are displayed for each domain. The domain name is a link to a list, where the domain is further broken down into separate domains of that server.

Reverse Domain

Note: Not available in pop-up view.

Similar to Domain, but lists each domain by it's .com, .net, etc. This allows you to see what type of domains access your site the most frequently. Clicking on a domain name will take you to the same list as clicking a domain name in the Domains window.

Chapter 46: SpamGuard

Overview

SpamGuard assists you in dealing with emails you do not wish to receive, namely spam. Spam is the digital equivalent of *junk mail*, that is, unsolicited email sent to a large number to addresses, generally for the purpose of advertising.

To access SpamGuard for installation purposes:

Click the SpamGuard icon in your Control Panel.



To access SpamGuard for management purposes:

- 1 Click the Mail Manager icon in your Control Panel
- 2 Click the SpamGuard link in the left menu.

Installing SpamGuard

The first time you click on the SpamGuard icon, you will be informed that SpamGuard has not be installed on your domain.

To enable SpamGuard:

Click Enable SpamGuard. You will see a confirmation screen asking you to wait 10 minutes.

Configuring SpamGuard

SpamGuard must be configured from your Mail Manager.

Turn On SpamGuard

When this option is checked, the rules for blocked and spam e-mails are activated. Make sure to click Save Settings after you make the change.

Blocked E-mails

Based on the rules below, the program will take e-mails that contain words that you indicate as unwanted, and either delete the e-mails or store them in the blocked mails file.

Block E-mail address

Enter an e-mail address, click on Add Block, and then click Save Settings to add that e-mail address to the list of Blocked Addresses.

Blocked addresses

Any e-mail from an e-mail address in this list will be blocked. Select one or more of the addresses, click on Remove Block, and then click on Save Settings to remove them from the list.

Block words

Enter a single word, click on Add Block, and then click on Save Settings to add that word to the list of Blocked Words. If there is an occurrence of any word on this list in an e-mail, then that e-mail will be blocked. Select one or more of the words, click on Remove Block, and then click on Save Settings to remove them from the list.

Note: Entering sport will only block sport as a standalone word, and will not block words such as transportation.

Blocked mails will be stored to file

If you want blocked e-mails to be deleted, then leave this field blank. To empty the contents of the file, click on the Empty link.

Note: To delete all blocked e-mails, you need to make sure this field is blank, not merely empty the file of its contents.

If you do not want blocked e-mails to be deleted, enter a filename in the field. You may also indicate the directory in which this file will be stored. The directories and filename must be made up of alphanumeric characters, the underscore, or the dash. No other special characters can be used, e.g., the period. Once you make the change, make sure to click on Save Settings. Valid Examples: blocked_mail, mail/blocked_mail. Invalid Examples: domain-mail/blocked_mail.txt, mail/blocked.txt.

Note: You can store e-mails that the program has blocked to your -mail directory, and then create a user in your mail manager that matches the name of the 'blocked mails' file. This will allow you to retrieve an e-mail that you know is not spam.

Spam E-mails

The program will determine whether an e-mail is spam based upon a scoring system that uses the lists of Spam and non-spam words. The more spam words in an e-mail, the greater potential for the program to mark the e-mail as Spam. Conversely, the more non-

spam words in an e-mail, the greater potential for the program to not mark an e-mail as spam.

To add to either the spam words or non-spam words list, type phrases into the appropriate text box. The program will consider each line in the text box as a phrase. Then click on Save Settings. For example, if you enter 'God is great' on one of the lines, the program will search for every instance of 'God is great' in an e-mail and not just for a single instance of any of those words. For example, if an e-mail had 'God is awesome', the program will not take that phrase into consideration because it does not exactly match the phrase, 'God is great'.

Execute SpamGuard Command

SPAM If you already have a file with spam e-mails, choose SPAM from the drop down menu, enter the filename to the right, and then click on Save Settings. This will teach SpamGuard which e-mails it should consider as Spam.

GOOD If you have a file with good e-mails, choose GOOD from the drop down menu, enter the filename to the right, and then click on Save Settings. This will teach SpamGuard which e-mails it should consider as non-spam.

REMOVE If SpamGuard is marking a good e-mail as spam, then create a file with that good e-mail, choose REMOVE from the drop down menu, enter the filename to the right, and then click on Save Settings. This will remove that e-mail from the database of e-mails that SpamGuard considers to be spam. Spam mails will be stored to file. All e-mails the program marks as spam will be stored in the file listed here

You can also indicate the directories that these files will be placed in. The directories and filename must be made up of alphabetic characters, the underscore, or the dash. No other special character can be used, e.g., the period. Once you make the change, click on Save Settings. Valid Examples: spam_mail, mail/spam-mail. Invalid Examples: domain-mail/spam_mail.txt, mail/spam.txt.

Note: You can store e-mails that the program has determined to be spam to your -mail directory, and then create a user in your mail manager that matches the name of the spam mails' file. This will allow you to retrieve an e-mail that you know is not spam. To empty the contents of the file, click the Empty link.

Chapter 47: SpamVault

Overview

SpamVault is an easy to use program that allows unwanted emails to be blocked; however, SpamVault must be used with caution, or you may block emails you wish to receive, and SpamVault cannot retrieve lost email.

To access SpamVault:

Click the SpamVault icon in your Control Panel.



While the SpamVault icon may already appear in your Control Panel, you must contact your hosting provider to activate it. Until this is done, a notice will appear stating that SpamVault is not activated.

Using SpamVault

Once SpamVault is activated on a server, it is very easy to use. Simply click the SpamVault icon.

At the bottom of the page there is a note encouraging users to read the instructions that are linked to the page; users should consider doing this to help avoid the risk of deleting email that they may wish to keep. To read these instructions, simply click on the word instructions; they provide a very detailed description of what functions SpamVault performs.

To install SpamVault:

Click on [Just Click Here to Install SpamVault](#)

To run SpamVault:

After installation, click the [Click Here to Run SpamVault](#) link. The page that displays also gives an instructions link; after reading these instructions, determine how SpamVault should be configured by using the configure options provided.

SpamVault may be configured to:

- Filter Spam

- Delete Spam
- Log Email (this feature may use a lot of disk space)
- Create a White List
- Enable more Advanced Filtering Tools
- Determine the Width of Text Boxes

Once the Configuration Data is determined, type in a New Entry, and choose one of the following triggers:

- From
- To
- Header
- Subject
- Body

If you click on Add Entry, the page will refresh with a message saying that the entry was accepted. The entry should then appear at the bottom of the page in a list of entries that are currently being blocked.

To remove SpamVault from your domain:

Click Remove. A confirmation will be displayed.

Chapter 48: Search Engine

Overview

The Search Engine function allows you to add a search engine to your domain.

To access a search engine to add to your domain:

Go to your Control Panel, and click on your Search Engine icon.



The first time you use the search engine, you will have to install Webglimpse.

Installing

To install Webglimpse:

Click Install Webglimpse. A confirmation page will be displayed, informing you that your request will be completed within ten (10) minutes.

After installation, users may use the search engine at *http://<yourdomain>/wgindex.html*.

To remove Webglimpse:

Click Remove Webglimpse.

Indexing

Indexing (or re-indexing) your site creates lists of keywords that the search engine can reference when a user performs a search. This speeds up the search utility, since it won't have to search every single file, only the keywords.

To re-index the site:

Click ReIndex Web Pages.

Configuring

You may exclude directories and file types from your search.

To configure the directories to be included in searches:

- 1 Click Directory Administration.

2 In the text-box, add a deny line. It will look like this: `Deny /directory`, where `directory` is the name of the directory you don't wish to be searched. Each command must be on its own line.

3 Click Save.

To ignore a particular filetype:

1 Click Directory Administration.

2 Add a deny line. It will look like this: `Deny \.ext$`, where `ext` is the extension you would like the search engine to ignore. Each command must be on its own line.

3 Click Save.

To test the new search engine:

Click the link provided for testing.

Chapter 49: SSH

Overview

SSH (Secure Shell) is available through support. It is designed to allow strong authentication and secure communications over insecure channels. It's a secure way to connect to your domain, even if you are not on a secure network. SSH is a protocol you may use in lieu of FTP and telnet.

If you have not already set up an SSH through Customer Support, you will receive a message informing you that you need to gain permission to be set up. To do so, you must send a copy of photo identification to Customer Service. Once this information is received, Customer Service will set up an SSH for you; this will allow you to install your SSH key.

To access the SSH Manager:

Click the SSH icon in your Control Panel.



Using SSH

To set-up SSH after Customer Service has enabled it on your server:

- 1 Create your *RSA key*. Your software will have directions on how to do this, follow them carefully.
- 2 Input your key in the text-box provided for it.
- 3 Click Submit.
- 4 A screen will display, allowing you to enter up to three IP addresses, from which you will be able to access your domain via SSH.
- 5 Click Submit when finished. You will be asked to confirm your choices. If you wish to allow the IP addresses displayed to access your domain through SSH, click Confirm.
- 6 A confirmation will display, informing you that the request will be completed by the server within ten (10) minutes, and you will be able to log-in to your domain using your SSH software,

Once you've set up SSH, you will need to obtain and install your own SSH software to access your domain through SSH.

Note: There are several clients available online. For a full listing of both free and pay clients, go to FreeSSH (<http://www.freessh.org>), and click on the platform you will be connecting with (Windows, Unix, etc.).

Chapter 50: SiteXpress

Overview

SiteXpress is an intuitive authoring tool that enables anyone to build a professional website in just minutes. The process could not be simpler: your customer chooses a ready-made website template, selects the pages she needs, customizes the placeholder content, and clicks a button to publish her site to the Web. SiteXpress is a must-have feature that encourages existing accounts to upgrade and prospective accounts to sign up for hosting packages. SiteXpress will help you grow your web hosting business.

Understanding user types

SiteXpress is a standalone system that supports different user types.

The Free Trial User is a prospective hosting customer who signs up to use SiteXpress for a free trial period. Once she has created an account in the system, she can build and rebuild her website for the duration of the trial period; she cannot, however, publish her website unless she first purchases a hosting package from you.

The New Paid User is one of your existing hosting customers who clicks on the SiteXpress icon in his control panel and follows the instructions to create an account on the system.

The Upgraded Paid User is a free trial user who becomes one of your hosting customers.

The Administrative User is the person who configures the SiteXpress free trial and manages the other user accounts. As the audience for this guide, you are an administrative user.

Chapter 51: Upgrade Control Panel

Overview

Upgrade your Control Panel to another package, or add features individually.

To access Upgrade Control Panel:

Click the Upgrade CP icon in your Control Panel.



Upgrading

To upgrade your package:

- 1 Click the package to which you would like to upgrade. For example, if you upgrading to a Professional package you would click on Professional.
- 2 Scroll down to the Select contract length drop-down menu and select the length you prefer.
- 3 Click View Price. A page listing of the various prices will be displayed.
- 4 After deciding which term and price you would prefer, click To Upgrade Page. You will see the following message telling you that your upgrade was successful.

To upgrade your control panel by feature:

- 1 Click the name of the feature you wish to add. The price will be displayed.
- 2 Select the length of your contract.
- 3 Click Review Information, and a new page will load, stating the package name, date, pro-rated price (if applicable), set-up fee, and total price.
- 4 Click Add Additional Package. A confirmation will be displayed.

Chapter 52: Virtual Name Servers

Overview

Your domain's name servers are computers (servers) which map your domain name to an IP address (a number) and provide this information to other computers on the internet upon request. The DNS (Domain Name Service) record for your domain specifies two name servers: a primary server and a secondary server. The secondary server is a backup computer which is used if the primary server is down.

For example, if awesome-hosting-company.com handled your DNS, its name servers might be:

- ns1.awesome-hosting-company.com
- ns2.awesome-hosting-company.com

Some technically-oriented visitors to your website may use a WHOIS service to find out what your name servers are. If you do not want to expose this information to the outside world, you use virtual name servers. A virtual name server maps to an actual name server and can be named whatever you wish. For example, if your domain name is guru-4-hire.com, your virtual name servers might be:

- ns1.guru-4-hire.com
- ns2.guru-4-hire.com

Using your domain name as the basis for your virtual name servers is a branding opportunity that is easy to take advantage of.

To access Virtual Name Server:

Click the Virtual Name Server icon in the Control Panel.



Installing

To install Virtual Name Servers:

- 1 You may change the names if you wish, but we recommend leaving them as NS.YOURDOMAIN.COM and NS2.YOURDOMAIN.COM.
- 2 Click the Install button. A message will display informing you that your name servers will be set up within an hour:

Chapter 53: Web Calendar

Overview

WebCalendar is a PHP calendar system that can be used by one or more persons. The Web Calendar Manager allows you to manage a web calendar on your website.

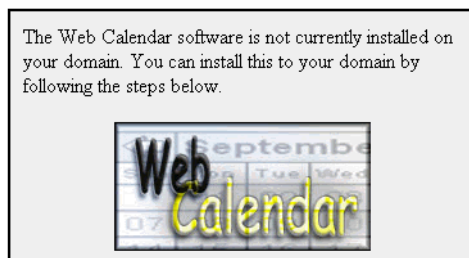
To access the Web Calendar Manager:

Click the Web Calendar Manager icon in your Control Panel.



Installing

The first time you access the Web Calendar Manager, you will have to install the Web Calendar Software.



To install Web Calendar:

- 1 Make sure that MySQL has been enabled. If it is not, exit the Web Calendar Manager, enable MySQL, and then come back.
- 2 Chose a directory to which the calendar software will be installed.
- 3 If your MySQL password is different than your Control Panel password, click the check box and enter your MySQL password in the form-field.
- 4 Note the default username and password (you will be able to change them after installation).
- 5 Click Install Web Calendar. You will receive a confirmation telling you that your request will be completed within ten (10) minutes.

Using WebCalendar

Click on Instructions and Documentation to access simple instructions on how to use the Web Calendar. It will tell you what a web calendar is, and how to administer it.

Click on Access this tool on your domain, to access the web calendar on your site, and to set up a web calendar. You will be prompted for the default username and password.

Clicking on This tool's website will open a page with information on the web calendar.

Note: An extensive help system can be accessed from within the application.

To remove the WebCalendar:

- 1 If you wish to remove the web calendar from your website, you will have to decide whether to delete the related MySQL tables. Select the appropriate radio button.
- 2 If your MySQL password is different than your Control Panel password, click the checkbox and enter your MySQL password in the form-field.
- 3 Click Remove Web Calendar.

Chapter 54: Web Counter

Overview

Web Counter allows you place a counter on your website, showing how many hits you have received.

To access the Web Counter Manager:

Click the Web Counter Manager icon in your Control Panel.



Using Web Counter

To install the Web Counter:

Click Install Counter Software. A confirmation page will display, stating that your request will be processed within 10 minutes. The counter's files will be installed in your cgi-bin directory.

To include the counter on a web page:

The Web Counter must be placed on an SHTML document. An SHTML document is simply an HTML document with an .shtml extension. Include the following code in your page: `<!--#include virtual='/cgi-bin/counter.pl' -->`

Configuring Web Counter All configuration will be done with files located in the `<domain>-www/cgi-bin/` directory.

This counter cannot be configured so that it doesn't count visits from a certain IP.

To change whether the counter increments when the page is reloaded:

1 Open the vars.inc file.

2 Look for the IP locking section, which looks like this:

```
# IP locking (counter doesn't increments when page is reloaded)
# 1=yes 0=no
$lock_ip =0;
$ip_lock_timeout =30; # in minutes
```

3 If `$lock_up` is set to 0, the page will only count visits that take place less often than the `$ip_lock_timeout`. If `$lock_ip` is set to 1, then the counter will count every time the page is loaded, regardless of whether it's a refresh, or a new visit.

4 `$ip_lock_timeout` determines the length of time that has to pass before any particular visitor will count again.

To turn on (off) animated digits:

1 Open the `vars.inc` file.

2 Look for the animated digits section, which looks like this:

```
# use animated digits
# set $ani_digits to 1 if you want to use the animated digits
#$ani_digits = 0;
$ani_digits = 1;
```

3 If you want animation as digits change, `$ani_digits` should be set to 1. If not, change it to 0. Note that you will change the last line, not the line begin with a hash (#).

To change the number your counter displays:

1 Open the counter file for the page you wish to change: `<pagename>.cnt`. For example, if you want to change the counter on `index.shtml`, the name of the count file will be `index.shtml.cnt`.

2 The only information in the file is a number, which is the number of hits your site has already had.

3 Change this number to whatever you'd like it to be.

4 The next time you load your page, the counter will show your change.

To change the size of your counter:

1 Open the `vars.inc` file.

2 Look for the digit width and height section, which looks like this:

```
# digit width and height
$width = 16;
$height = 22;
```

3 Set `$width` and `$height` to whatever size you would like each digit to be.

To change how many digits your counter displays:

1 Open the `vars.inc` file.

2 Look for the padding section, which looks like this:

```
# number of cells to pad with digits
$padding = 6;
```

3 Set \$padding to the number of digits you'd like to display.

For More Information

Clicking [This tool's website](#), from the Web Counter Manager, will take you to the Apache website with more information on the Web Counter.

Chapter 55: Web Site Builder

Overview

Web Site Builder is a step-by-step tool which allows you to quickly and easily construct a website for your business.

To access Web Site Builder:

Click the Web Site Builder icon in your Control Panel.



Constructing your web site

The first time you use the web site builder, you'll have to build your website from scratch. This is easy to do with our templates and intuitive interface.

To construct your web site:

- 1 Choose from seventeen general designs for your website. Clicking the name of a layout will load a preview into the right-hand pane of wizard. Once you have decided, click Next Step. (You may return to your previous step at any point by clicking Prev. Step.)
- 2 Enter your business name, company slogan and your company email address, then click Next Step.
- 3 Name the pages of your site. You are allowed up to six. The website builder offers several suggestions. If you want less than six pages, select the Yes radio button to delete the pages you don't want.
- 4 Add content to your pages. Select the page you wish to work with from the left-hand menu. For each, enter a title, and page content, choosing colors and alignment for each component. Select a background color, then repeat for all of the pages in your site. Click Next Step when finished.
- 5 Preview your site and decide whether or not to publish it. If you like the way it looks, click Publish My Site. You may change or edit your site by clicking on either Settings or Page Content.

Editing your website

After you've constructed your website, when you click on the Web Site Builder icon, a page will load with three options: View, Settings, and Page Content.

View The View tab loads your page in a frame, so that you may view its contents from the Web Site Builder. All links are fully functional, so feel free to explore the site you've created.

Settings You may edit the template you use for your site, as well as your company information, and the pages your site includes.

To change your site template:

- 1 Click the Settings tab.
- 2 Choose one of the seventeen general designs for your website. A preview of the template will show to the left of the template list. To see this preview, click on the name of the template you want to see.
- 3 Once you have made your decision, click Save Changes, at the bottom of the page.

To change your company information:

- 1 Click the Settings tab and scroll down to the Company Information section.
- 2 Make changes to your business name, company slogan, and/ or company e-mail address.
- 3 Click Save Changes, at the bottom of the page.

To create or delete pages:

- 1 Click the Settings tab and scroll down to the Create Pages section.
- 2 Make changes to the names of your pages, enter new pages, and delete pages you no longer want.
- 3 Click Save Changes, at the bottom of the page.

Page Content

Clicking the Page Content tab loads a page similar to the one you saw when you were initially adding content to your site.

To edit your site's content:

- 1 Click the Page Content tab, then click the name of the page you wish to edit and make changes.
- 2 Click Save Changes when finished.

To upload a company logo:

- 1 Click the Page Content tab, then click the Browse button in the left-hand column.

- 2 Select the file from your computer.
- 3 Click Upload.