Welcome to the H−Sphere User Guide. These pages explain how to administer the extensive features of your control panel. These features allow you to setup your email accounts and databases, increase your disk space and traffic quotas, configure web statistics, and perform many other important operations. All from your web browser.

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Starting with Your Account

Related Docs: Array

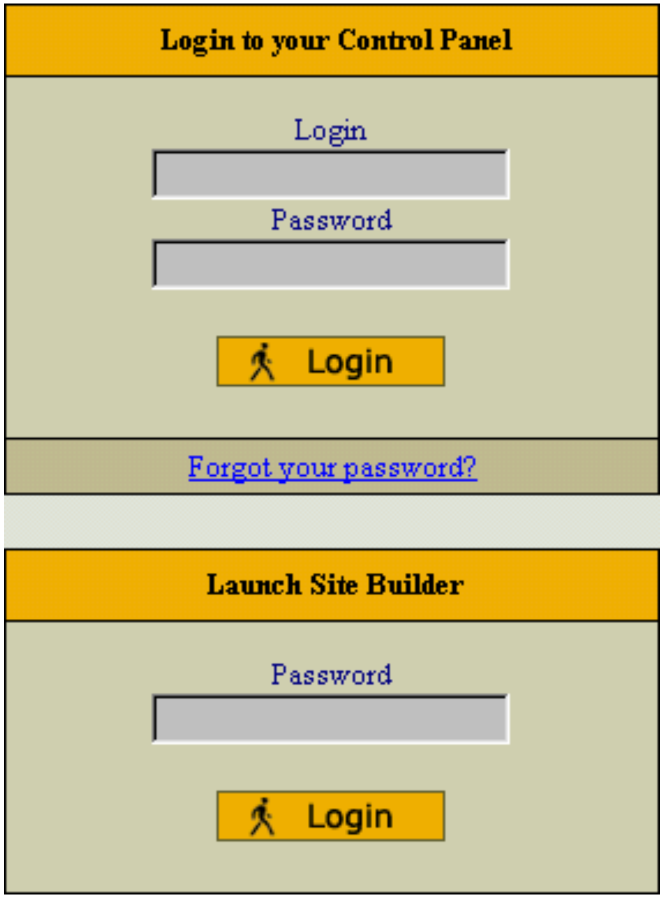
This document covers the following topics:

- Your temporary index page
- Uploading your site
- Contents of your home directory

Your Temporary Index Page

You will be able to access your Web site right after you register your account. To do this, you will have to use an instant domain alias . Instant Domain Alias is an additional web address which lets you access your site during the first several hours after the domain name registration, the time when the site is yet unavailable at the newly registered domain. Over the next few days DNS servers all across the Internet will update themselves with your new site name. Once that happens, you will be able to access your site at the domain you have registered.

The moment your account is registered, a temporary index page is added to your site's directory. It will look like this:



It will be there until you upload your site and replace it with your own index page (e.g. *yoursite/index.html*). Meanwhile, from this temporary page you can:

- administer your account. Enter your control panel login and password into *"Login to your Control Panel"*. This login and password are e–mailed to you at the address you specified at signup. Use the Control Panel to view your bills, change your contact/billing information, change passwords, get more disk space, report problems to the technical support staff and much, much more.
- create a web site in a matter of minutes right from your browser. Use the option *"Launch Site Builder"*. Initially, the password to log into the site builder is the same as that for the control panel.

Uploading Your Site

Whenever possible, upload your site using the utilities that come with your web–site development software. For instance, if you made your site with SiteStudio, FrontPage or Dreamweaver, use their integrated web publishing tools. If you made your site with simple text editors, or if your site–building software does not have a publishing utility, use freestanding FTP clients, such as CuteFTP, SmartFTP, or the built–in web–based FTP agent.

Please note that site publishing tools don't remove your old web content from the server. For instance, if you used SiteStudio to upload a site with 15 pages and later you published an updated 7 page version of this site, your directory on the server will have all the new pages and the old pages that haven't been overwritten. If you publish many versions of the website, the site may become cluttered with old files. *Warning:* If you have a complete website, be careful not to overwrite it with a publish command.

Don't upload your site to the root of your user directory! Instead, put it to the specific directory. See below for more information.

Related: Sharing access to your home directory with others.

Contents of Your Home Directory

Your home directory contains several default subdirectories. Their number and names will differ depending on your plan, yet some of them are common for all plans. Here are some of the directories that are automatically created and may not be deleted:

- **Directories that contain your sites**. Each of your sites is put in a separate directory. The name of the directory is the same as your site's domain name. If you have more than one site, you will have several such directories. These are the directories where you will upload your .html files or any other files that you want to make accessible from the Internet. Each of these directories may contain their own /webalizer or /modlogan directories. **Do not delete either of these directories!** Your site is too valuable to lose at a touch of a button.
- **The Logs directory**. It contains directories for every site with transfer log enabled. Each such directory contains its own set of log files that are required to write and read the data about all visits to your sites. **Deleting the Logs directory will cause the loss of the web statistics accumulated in the course of your site operation**. Click here for more on web statistics.
- **The Virtual FTP directory**. Its name is the dedicated IP address. This directory is created when you enable Virtual FTP Server and can be accessed by virtual FTP users to list and download its content. There are as many such directories as dedicated IP addresses. **Deleting Virtual FTP directories will cause incorrect operation of Virtual FTP**. However, you may harmlessly delete individual files in these directories. Click here for more on Virtual FTP.
- **The subdomain directories**. When you make a subdomain, a new directory is created with the subdomain name as the directory

name. **If you delete a subdomain directory, internet visitors will get the 404 "File not found" error when attempting to access the subdomain**. Click here to read on how to create subdomains.

- **The ssl.conf directory**. This directory stores SSL pairs for all encrypted sites. **Deleting the ssl.conf directory will result in incorrect SSL operation.**

Warning: Don't delete ANY default directories in your root directory, as this will cause malfunctions of your acount. As a rule of thumb, you may delete only directories and files you have uploaded yourselves or that have been uploaded by any of your Virtual FTP and Anonymous FTP users.

Related Docs: Array

Control Panel Basics

Related Docs: Array

This document explains how to

- change your hosting plan
- change your billing period
- change your control panel password
- change your FTP password
- change your traffic limit
- change your disk quota
- select a different skin
- change control panel language

Changing Your Hosting Plan

Your hosting plan determines the services you get with the account and the prices for these services. Big sites with high hit rates and special services require more expensive plans; cheaper plans are suitable for simpler sites.

To change to a different plan:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Change* icon next to your plan name.
3. Select your new plan and click *Submit*

Warning: Switching plans will disable the resources that are unavailable under the plan you are switching to.
This is what happens when you switch to a new plan:

- your current billing period is closed;
- your unused recurrent fee is credited to your account;
- you are charged any payable amount, including your usage (overlimit) fees;
- a new billing period under the new plan starts;
- you are charged the recurrent fee for this billing period.

If you don't see the plan of your choice in the list that appears, it means it is incompatible with your current plan. You can't change to an incompatible plan, but you can create a new account under this plan and then, if you want, you can delete your old account.
Plan Upgrade: If you are switching to a 'higher' plan, your disk quota doesn't increase, but free units do. As a result, your disk quota may turn out to be lower than free units, so you can increase your disk quota without being charged. The same is true of other resources.
Plan Downgrade: If you are switching to a 'lower' plan, the system reduces your quotas for free units. If you are using more than free units, the system reduces the quota to the amount you are using.

Changing Your Billing Period

Your billing period determines how far in advance you pay. The bigger your billing period, the bigger the discount.

To change the billing period:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Change* icon next to your billing period.
3. Select a different billing period and click *Submit*.

Changing Your Control Panel Password

You need your control panel password to log into the control panel. Initially, this password is the same as your FTP password, but you can make these two passwords different.

To change the control panel password:

1. Select *Quick Access* in the *Account* menu.
2. Click *Change Password* in the *Quick Access* section.

Changing Your FTP Password

You need your FTP password to upload your site to the server. Initially, this password is the same as your Control Panel password, but you can make these two passwords different.

To change the FTP password:

1. Select *FTP User* in the *FTP/User Account* menu.
2. Click the *Change* icon next to *Password*.

Changing Your Traffic Limit

Traffic limit is the gigabytes of transferred data you pre−pay for at the beginning of the billing period. Every month the system checks if you stay within the limit, and if you don't, it charges you for the excess. Then your traffic is reset.
Example: If your billing period is 2 months long and started on the 5th of October, the first billing month will end on the 5th of November, and your total traffic will be reset. However, if you change your total traffic limit on the 15th of November, your traffic will be reset and a new billing month will start.

Note: if you fail to run up all your quota resource, you are not returned the payment for the unused megabytes.

If you expect to run up more traffic than comes with your plan, it's a good idea to raise your traffic limit. To change the traffic limit:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Change* icon next to *Total traffic*.
3. Enter how much traffic you expect to run up throughout your billing period.

Click here to read more on traffic.

Changing Your Disk Quota

Disk quota is the total server disk space allocated to all your web sites. There should always be several megabytes of unused space in your account to ensure correct performance of statistics reporting utilities, such as Webalizer or Modlogan. Disk quota doesn't include mail and database quotas.

To get more web disk space:

1. Select *Quick Access* in the *Account* menu.
2. Enter how much disk space you would like to have.

Click here to read more on disk space.

Selecting a Different Skin

Different control panel skins have different navigation principles. To change to a different skin:

1. Select *Look and Feel* in the *Account* menu.
2. On the page that appears, select the name of the skin in the *Choose Design* box and click the *Choose* button.
3. Select the icon set and click the *Set* icon.
4. Set *Tooltips state*. This option determines whether or not to show assisting hints at the top of each page.

Changing Control Panel Language

To change the language of the control panel:

1. Select *Language* in the *User* menu.
2. On the page that appears, select the preferred language from the drop−down box and click *Submit*.

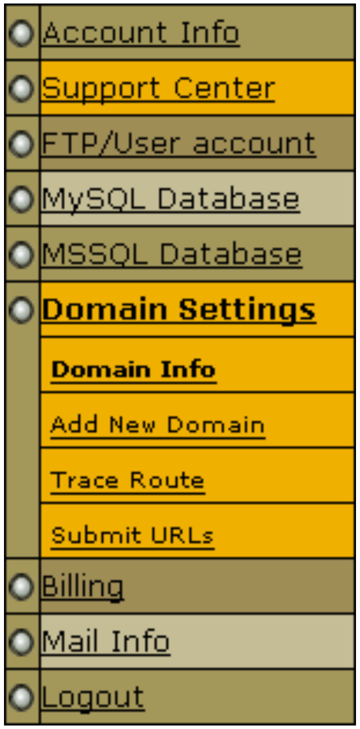
Related Docs: Array

Registering Domains

Related Docs: Array

To add a new domain name to your account:

1. Select *Add New Domain* in the *Domain Settings* menu:



2. Choose the type of domain you want to register.

You can choose out of the following options:

- Creating new standard domains
- Transferring existing domains or registering nonstandard domains
- Creating domains based on your provider's domain names (third level domains)
- Hosting sites without domain names

- Parking external domains
- Creating accounts without domains

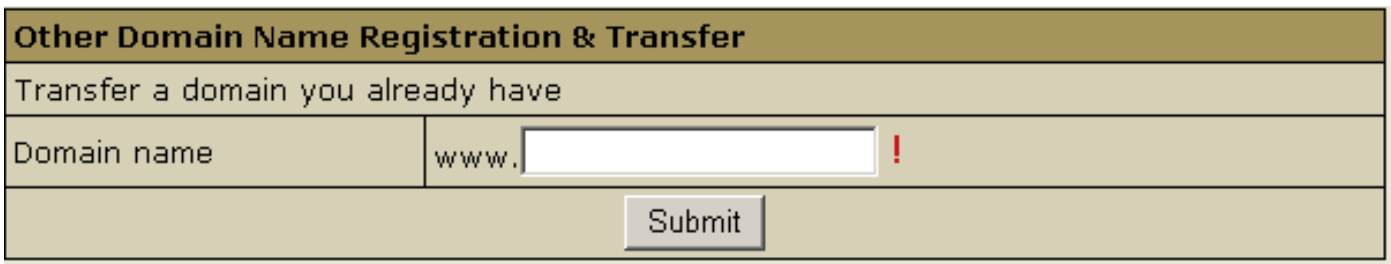
Creating Standard Domains

To create a new standard domain (.com, .net, .org, etc.), enter your desired domain name into the field in the first form omitting the *www* part:

To its right, select the top level domain: *.com, org, .net*, etc., then enter your contact and billing information. Based on these data, the system generates a domain registration request and submits it to the domain registration company.

Transferring Existing Domains or Registering Nonstandard Domains

To transfer an existing domain or register a nonstandard domain with your account, use the second form:



If you are creating a regional domain (e.g. *your_domain.uk*) or would like to use a different domain registration company, no automation is provided. Thus, first you need to make sure that you have a valid domain name. Enter it into the lower box, omitting the *www.* part.

Following the registration you will get an e–mail notification with the information to send to your domain name registration company. They will make appropriate changes on the root DNS servers, and within a couple of days your domain will be accessible at the new IP address. In the meantime, your site will be available by the instant domain alias.

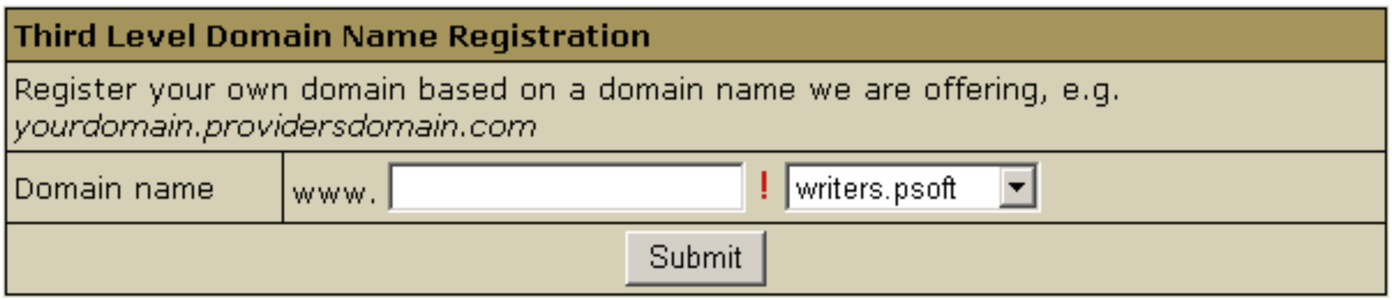
Domain registration is a standard procedure. First, you purchase a domain name from a domain registration company. Second, you register this domain name with your web–hosting provider and get your new IP address. Third, you send this IP address to your domain registration company, where it is set as the IP address for your domain name. It is only then that your site becomes available to all Internet community. This is true both of standard and nonstandard domains. In case of standard domain names, however, the registration process is automated.

Creating Domains Based on Your Provider's Domain Names (Third Level Domains)

Third level domains are registered on your provider's DNS server. You don't need to register a third level domain with a domain registration company. If you choose to create a third level domain, it will contain your provider's domain name. E.g. if your provider's domain name is *besthosting.com*, and the third level domain you are registering is *mythirdlevel*, the fully qualified domain name would be *mythirdlevel.besthosting.com*.

Third level domain registration is available only if it is allowed under the selected plan. Functionally, third level domains have same features as second level domains.

To register a third level domain name, enter the desired domain name in the *Domain name* field. From the box on the right, select provider's domain name where you would like to create the third level domain:

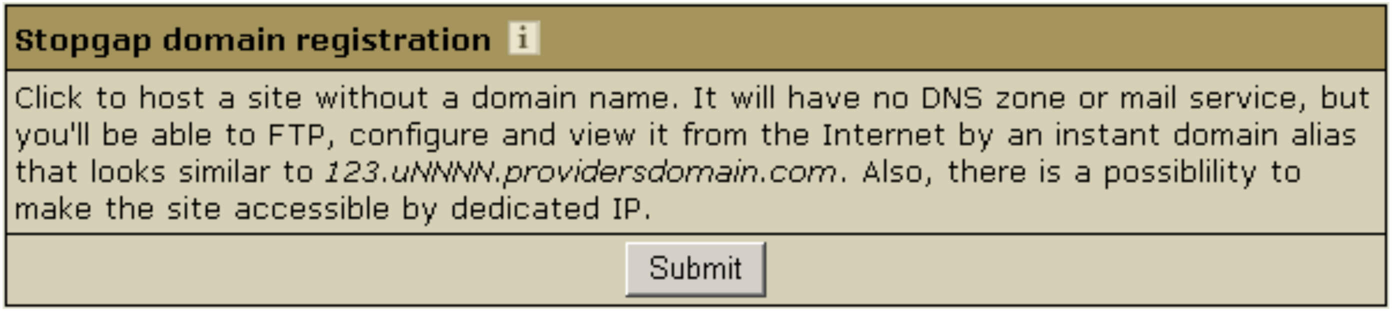


Hosting Sites Without Domain Names

You can also host sites without domain names (the so–called stop–gap domains). When you create a stopgap domain, you get no DNS zone, and you cannot use e–mail service. However, you will be able to access and manage your site using the instant domain alias you get at signup.

Stopgap domains support web site management and FTP services. Also, you can have IP–only access if you get a dedicated IP.

To create a stopgap domain, just click the *Submit* button in the *Stopgap domain registration* form:



Parking External Domains

This feature allows you to use H−Sphere DNS server to map IPs to domain names serviced and hosted on other servers (not those of H−Sphere). In this case, a DNS zone is created with a custom DNS A record for the domain name and its IP is entered in the form below:

Creating Accounts Without Domains

At signup, you can create an account without any domain. If you choose this option, your account won't have the following:

- Disk space and account on the web server
- FTP
- DNS zone
- Virtual and Anonymous FTP

* Mail service
* ODBC support

You can create a domain to this account later in the future.

Related Docs: Array

Configuring Domains

Related Docs: Array

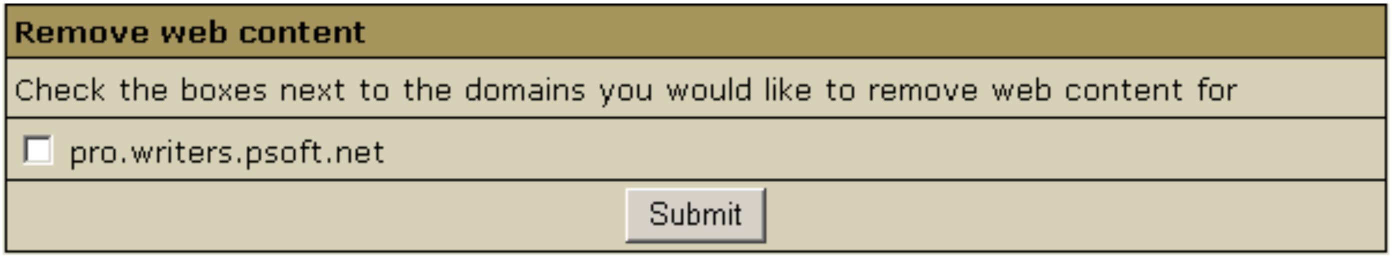
This document covers the following topics:

* Removing domains
* Instant domain aliases
* Creating subdomains
* Shared and dedicated IP hosting
* Domain aliasing
* Server aliasing
* Prolonging domain registration
* Changing contact/billing info for domains registered through the control panel

Removing Domains

To remove a domain, do the following:

1. Select *Domain Info* link in *Domain Settings* menu on the left.
2. Click the *Delete* icon in the *Domain name* field at the top of the page.
3. Confirm the deletion by clicking "Yes, I agree with the above".
4. Choose whether you would like to preserve the content of the domain's directory.



- If you choose to leave web content, all this website will remain on the server and will be accessible by FTP.
- If you choose to remove web content, all this website and it's directory will be permanently deleted from the server.

Instant Domain Aliases

An instant domain alias is an additional web address that gives access to your website when you don't have a real domain name or when your real domain name is temporarily unavailable. Instant domain aliases are generated randomly based on your provider's domain name and can't be changed. To enable or disable access to your website by instant domain alias:

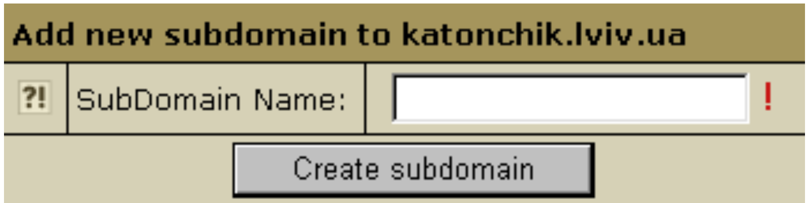
1. Select *Quick Access* in *Account* menu.
2. Click the *Web Options* icon to go to your web options page.
3. Select the domain if you have more than one.
4. Click *Edit* next to *Web Service*.
5. At the bottom of the *Web Service* page that appears, enable or disable *Instant access domain alias*.

Creating Subdomains

A subdomain is a lower level domain. It is added on the left of the domain name, e.g. *subdomain.example.com*. You can create as many subdomains as allowed by the plan. Domains and subdomains have equal functional capabilities, including web site management, e−mail service, FTP, dedicated IPs, etc., but subdomains do not have their own DNS zones and usually cost less.

To create a subdomain, go through the following steps:

1. Select *Domain Info* link in *Domain Settings* menu in user's Control Panel.
2. Click *Add* in the *Sub Domains* field. You will be asked to enter the subdomain name:



3. Enter the new subdomain. It will be displayed in the *Subdomain* field of the *Domain Settings* page.

Shared and Dedicated IP Hosting

This is also called Virtual Hosting (Shared IP) and IP Based Hosting (Dedicated IP).

- Shared IP hosting – one IP address is assigned to several domains and access to a domain is available only by its domain name;
- Dedicated IP hosting – one IP address is assigned to one domain. To access a domain you can use either its IP address or its domain name.

	Advantages	Disadvantages
Shared IP	• can be used for virtually unlimited number of virtual hosts; • easy to configure and use; • requires no additional hardware of software; • can be used for free.	• does not support Virtual FTP; • does not support SSL protection.
Dedicated IP	• supports Virtual FTP • supports SSL	• It is a pay service

Switching from Dedicated IP to Shared IP will delete your virtual FTP and SSL services.

To change the type of IP, do the following:

1. Select *Domain Info* link in *Domain Settings* menu in user's Control Panel.

2. Click the *Change to Shared IP* link in the *IP Address field*.
3. If prompted, confirm the change by clicking "Yes, I agree with the above".

IMPORTANT: After you switch between shared and dedicated IPs, it will take several hours before the domain becomes available at the new IP address.

You can use an IP−only server. To create it, choose *"no domain"* option during signup. Following the signup, you should change type of IP to Dedicated.

Domain Aliasing

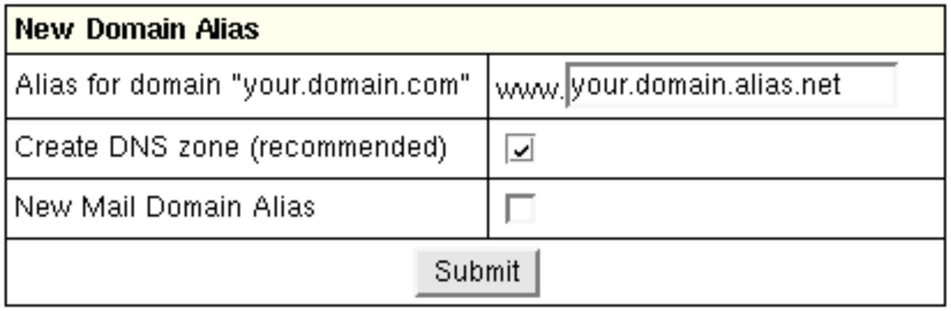
Domain aliasing, or domain stacking, is creating additional domain names that would point to the IP of a different domain. For example, if your domain name is *example.com*, you can register another domain name, e.g. *example.net* and have it point to the location of *example.com*. This means, every Internet user who goes to *example.net* will land in *example.com*.

A domain alias may have:

- its own DNS zone;
- custom DNS records;
- separate mail service.

To create a new domain alias, do the following:

1. Register the alias, exactly as you register domain names.
2. Select *Domain Info* link in *Domain Settings* menu.
3. Click the *Add* icon in the *Domain Aliases* field at the bottom of the page.
4. Confirm by clicking "Yes, I agree with the additional charges".
5. Enter the domain alias. This must be a fully qualified domain name, e.g. *example.com*:



- leave the *Configure DNS* box unchecked if the domain alias is registered on a different DNS server. In this case, DNS for this domain alias will not be maintained and mail service will be inaccessible for this domain alias.
- check the *Configure DNS* box if you want a DNS record for this domain alias to be created on this hosting server. In this case you'll be able to create and edit custom DNS records for this domain alias, and Mail Service will be available.

Server Aliasing

Server aliases are additional names for your virtual host. Unlike domain aliases, they are not added to your DNS zone, and are registered only with apache. For instance, if your virtual host name is *example.com* and you also would like it to be available at *www.example.com*, you should add *www* server alias to the *example.com* domain.

To add a server alias, do the following:

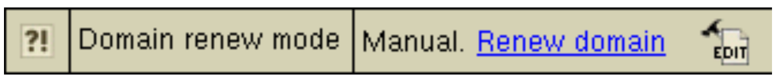
1. Select *Quick Access* in *Account* menu.
2. Click the *Web Options* icon to go to your web options page.
3. Click the *Edit* icon next to the domain you need.
4. Scroll down to the *Server alias* field and click the *Add* icon.
5. Enter server alias. It will be added to the list of server aliases for this virtual host name.

Prolonging Domain Registration

This option is available only for domains registered from your control panel.

Although you will be sent an e−mail notification before your domain expires, you can choose whether to prolong your contract with the registrar company manually or automatically. In the automatic mode, your domain name will be renewed for as many years as you specify in your control panel settings. In the manual mode, you would have to enter your control panel and click the *Renew Domain* link; otherwise the domain name will expire and become unavailable. To set the renewal mode to automatic or manual:

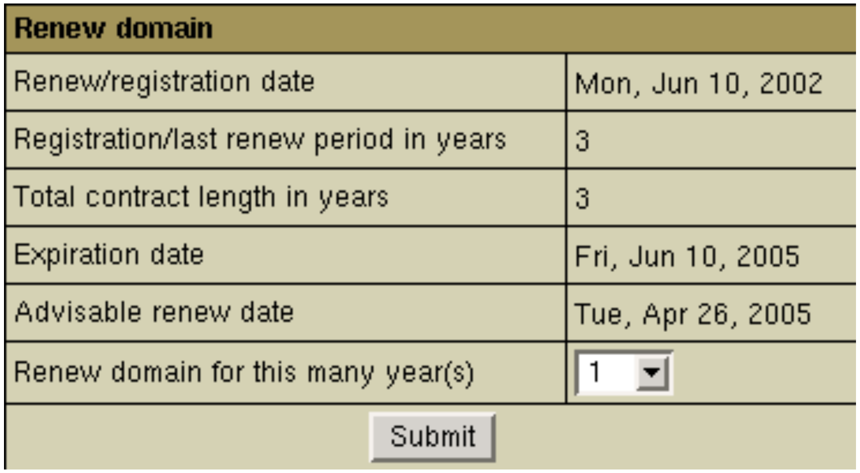
1. Select *Quick Access* in *Account* menu.
2. Click the *Web Options* icon to go to your web options page.
3. Select the domain if you have more than one.
4. The active mode shows up in the *Domain renew mode* entry:

   To switch to another mode, click the Edit icon.
5. On the page that opens, select either *Manual* or *Automatic*.

To prolong domain registration manually:

1. Click the *Renew domain* link:



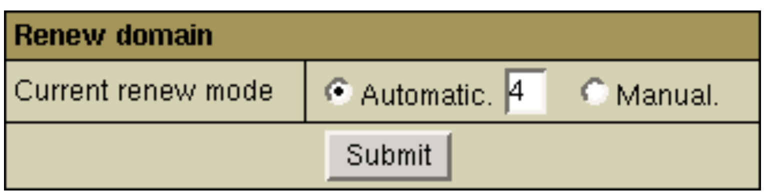
Renew domain	
Renew/registration date	Mon, Jun 10, 2002
Registration/last renew period in years	3
Total contract length in years	3
Expiration date	Fri, Jun 10, 2005
Advisable renew date	Tue, Apr 26, 2005
Renew domain for this many year(s)	1
Submit	

- ♦ *Renew/registration date:* the date you registered your domain or last time prolonged the domain registration.
- ♦ *Registration/last renew period in years:* the period you registered or last time prolonged the domain registration for.
- ♦ *Total contract length in years:* the period you've registered your domain for (including all the renewals).
- ♦ *Expiration date:* the date when your domain registration period expires.
- ♦ *Advisable renew date:* the date you are advised to prolong the domain registration.
- ♦ *Renew domain for this many year(s):* set the period you'd like to prolong the domain registration for.

2. Click the Submit button, to confirm your renewal request.

To configure automatic renewal:

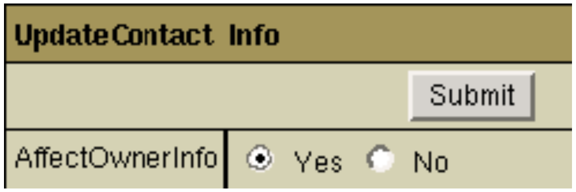
1. Click the *Edit* icon next to *Domain renew mode*.
2. Select *Automatic* and enter the years to renew the domain for:



Renew domain	
Current renew mode	Automatic. 4 Manual.
Submit	

Changing Contact/Billing Info for Domains Registered through the Control Panel

If you want to change either your contact or billing info for the registered domain, please click the Edit icon in the corresponding section. Edit info in the form and check the *Yes* button in the *Affect Owner Info* entry:



Related Docs: Array

Editing DNS Settings

Related Docs: Array

This document explains

- what is DNS and
- how to create custom DNS records

What is DNS?

DNS can be considered something similar to a phone book. When you move from one location to another, your name stays the same, but your phone number may change. In order to point your name to the new phone number, you must contact the telephone service provider so they assign you the new phone number and update all directory information to reflect you as pointing to this new phone number.

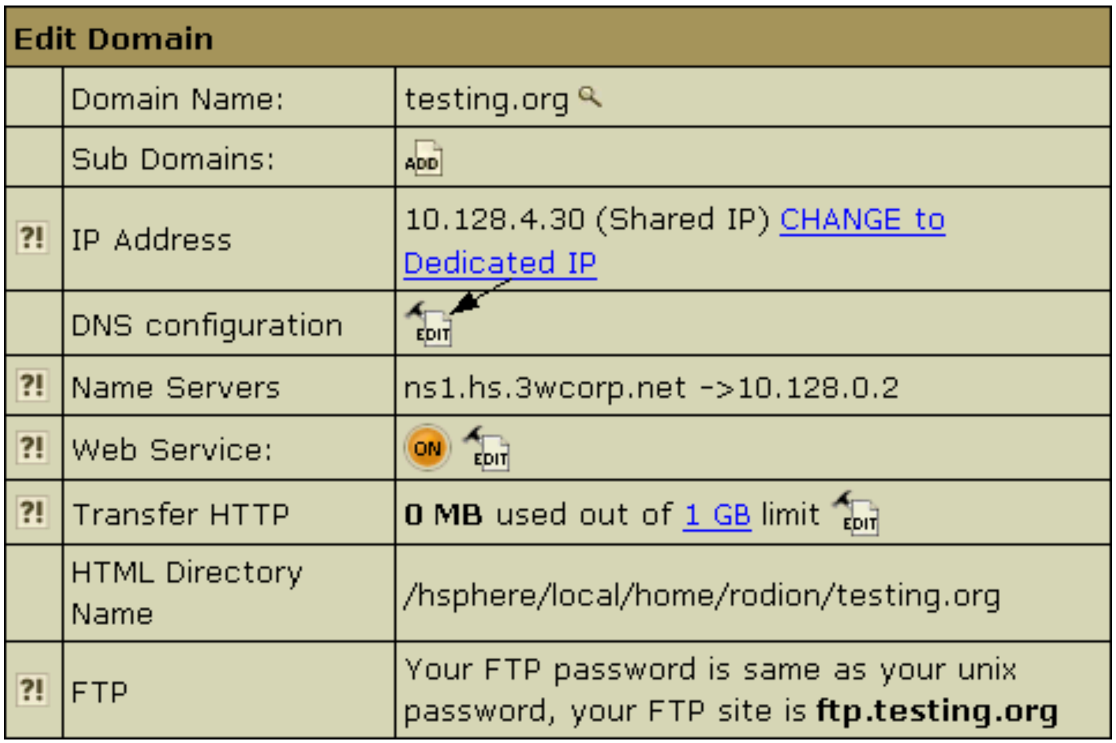
In this way, the IP number can be compared to a phone number: When someone calls http://www.example.com/, your ISP looks at the DNS server, and asks "how do I contact example.com?" The DNS server responds: "It can be found at 198.105.232.4". As the Internet understands it, this can be considered the phone number for the server, which houses the http://www.example.com web site.

The DNS records for your domain are kept on your hosting server in the place called DNS zone. When you register a domain by means of the control panel, all DNS records are automatically created for you, but in some rare cases you may need to add custom records to your DNS zone. An example would be when you want all email to be processed by an external mail server rather than by the built–in mail system. However, such user intervention requires knowledge of DNS configuration and clear understanding of what is to be done.

How Do I Create Custom DNS records?

To create a custom record to your DNS zone, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. On the page that appears, click the *Edit* icon in the *DNS Configuration* field:



3. This link will take you to the *DNS Configuration* page:

DNS configuration					
Zone: testing.org					
Name	**TTL**	**Class**	**Type**	**Data**	
Build in A records					
testing.org	86400	IN	A	10.128.4.30	
*.testing.org	86400	IN	A	10.128.4.30	
Custom A records					
cgi.testing.org	86800	IN	A	192.168.114.15	
asp.testing.org	86400	IN	A	192.192.192.192	
Add DNS A Record					
Build in MX records					
testing.org		IN	MX	10 mail2.hs.3wcorp.net	
Custom MX records					
cgi.testing.org		IN	MX	10 mail.testing.org	
Add DNS MX Record					
Custom CNAME records					
cgis.testing.org	86400	IN	MX	cgi.testing.org	
Add DNS CNAME Record					

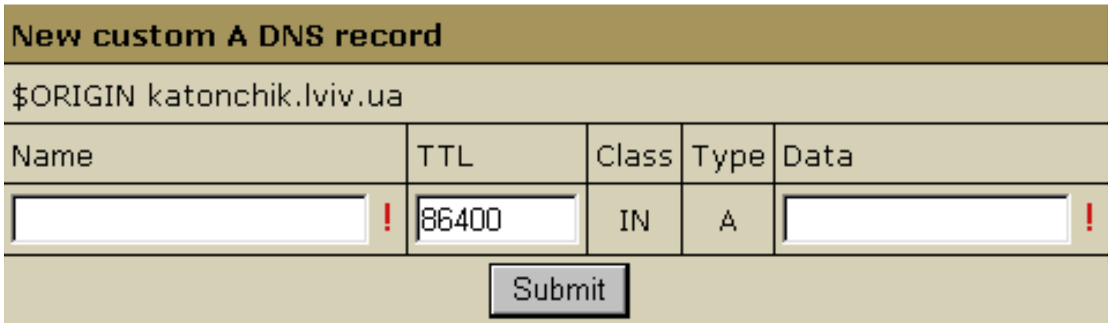
On this page you can see several blocks of DNS records. Some are built–in and non–removable; others are user–defined and can be deleted. Built–in MX records require special consideration: they can be removed by disabling mailservices for this domain., but all e–mail resources, including mailboxes, forwarders, and autoresponders will also be deleted. The removal of H–Sphere 2.x email services was made possible to enable the use of e–mail services provided by other mail servers.

You can add any type of DNS records by clicking an appropriate link. You will be asked to enter corresponding DNS data.

Adding Custom A Records

Normally, A records are used to map domain names and web server IP's.

If you have selected A record, the following page appears:



- **Name**: enter the string to map to the web server.
- **TTL**: set how many seconds will elapse before the record is refreshed in the DNS cache.
- **Data**: enter the IP of the web server.

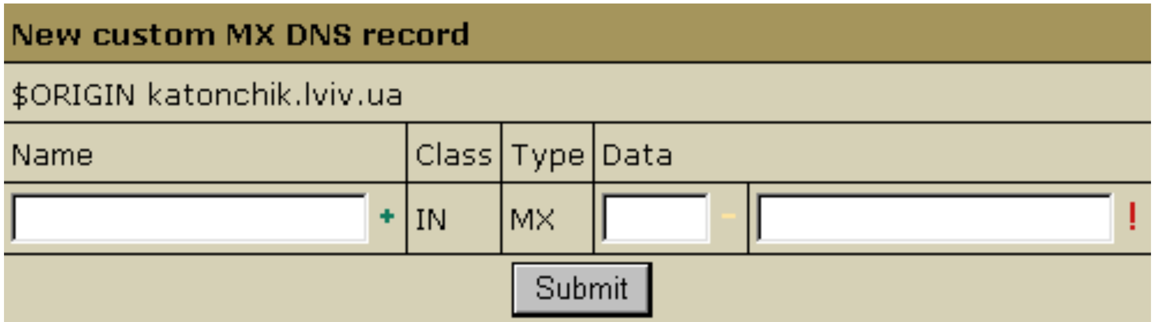
WARNING: Please pay attention to $ORIGIN when you add an A record.

Adding Custom MX Records

Custom MX records should be added when you want to use your external mail servers to process your e−mail. To use your external servers **instead** of those you get by default, you need to disable mail service on the *Domain Settings* page of your control panel. To use the default mail servers **in addition** to those you get by default, you need to keep mail service enabled in the control panel. The priority of the custom MX record will define whether your external servers will act as secondary or primary. For instance, if you set the priority of the custom MX record higher than 10 (e.g. 11), your external mail server will be used as secondary. If you set the priority of the custom MX record lower than 10 (e.g. 9), your external mail server will be used as primary. In the latter case, your mail will be sent to your external mail server until it goes down or becomes otherwise inaccessible. Then the default mail server will take over.

When you enable mail service in the control panel, an MX record is created automatically in the DNS zone. If mail service is disabled, this built–in MX record remains in the DNS zone, and you can remove it manually using the control panel interface.

If you have selected MX record, the following page appears:



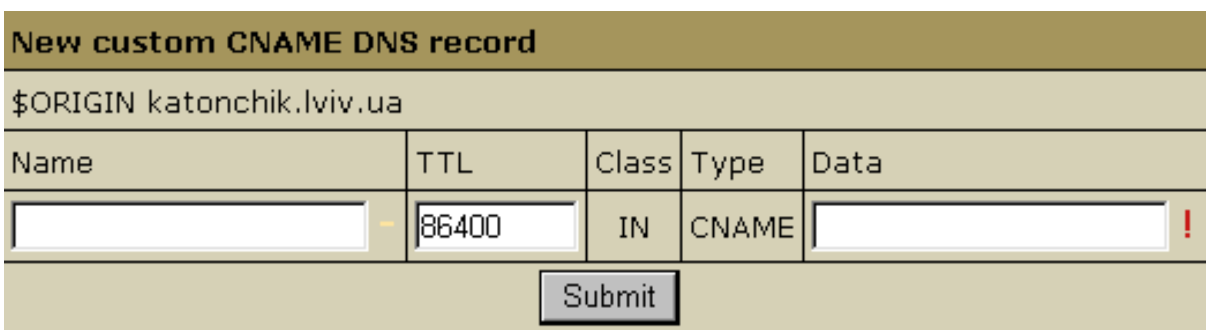
- **Name**: your local domain name. If you leave the *Name* field blank, all mail will be redirected for the base zone.
- **Data**: the priority of the record and mail domain name (not the IP) mail will be forwarded to.

IMPORTANT: To add an MX record for the base domain, leave the *Name* field empty.

Adding Custom CNAME Records

Finally, CNAME records are used to map aliases with domain names.

If you have selected CNAME record, the following page appears:



* **Name**: The alias you give to the real host name.
* **TTL**: set how many seconds will elapse before the record is refreshed in the DNS cache.
* **Data**: The real name of the host you create an alias to. This must be an official host name. It cannot be an alias. A CNAME–record should always point to an A–record to avoid circular references.

WARNING: Please pay attention to $ORIGIN when you add a CNAME record.

Related Docs: Array

Creating, promoting and managing your site

Related Docs: Array

Your account comes with a comprehensive suite of web tools that will help you create, promote and manage your sites:

* SiteStudio to create a professional website without knowing HTML
* Search Engine Submit to register your website with major search engines
* WebShell to manage files in your home directory
* Webalizer, ModLogAn, and Urchin to track and report your website statistics
* Reverse Traceroute to troubleshoot your domain

SiteStudio Site Builder

Before you pay a fortune to a web design studio or waste hours making a nice–looking web site in FrontPage, consider our online site builder that will create you a professional website in a matter of minutes and post it to your directory on the server.

To start SiteStudio, do the following:

* Select *Quick Access* in the *Account* menu.
* Click *SiteStudio* icon on the page that appears.

Then follow the on−screen instructions.

Search Engine Submit

So your site is up and running? Help others find it among infinite pages of the Internet! Register it with major search engines!

To start the Search Engine Submit utility, select the *Submit URL* link in the *Domain Settings* menu. On the page that appears, check the engines to register the site with and fill in the following fields:

- **Domain to submit:** select the site you would like to be indexed.
- **Contact Email:** most search engines require a contact e−mail address.
- **Key Words:** some search engines provide the possibility for entering additional keywords your site can be searched by.
- **Description:** this text will show to Internet users as a description of your site in the list of search results.
- **Time−out:** this is the time you allow for registering one site with all search engines. If this period is too short, the site will get registered with only a few search engines.

Next, click *Submit*. Be patient while the server processes your request.

Warning: Avoid submitting a large number of web sites at a time, or the browser will time out before the program has finished.

You may have to wait a week or more before some search engines start showing the sites in search results.

WebShell File Manager (only for Unix−based plans)

WebShell allows you to copy, move, delete, and rename files and directories in your home directory on the server. Also, you can use it to upload, download, compress and decompress files as well as preview them in the browser.

To launch WebShell, click the *File Manager* icon on the *Quick Access* page in the *Account* menu.

Information about the operation of your site is critical for decision−making. To obtain this information, you need to analyze statistics data that is written to log files in your home directory on the server:

- Error log − stores data about errors generated by the server (e.g. Page Not Found error) or by your CGI scripts;
- Transfer log − stores combined data about every visit to your site, including:
  − Remote host IP (i.e. visitor's IP);
  − Time of request (i.e. when visitor requested the page);
  − First line of request;
  − Error generated by request, if any;
  − Size of message sent in response to the request;
  − Referrer (i.e. from which page visitor was directed);
  − Agent ID (i.e. type of browser or another agent and related information, such as user's OS, etc.) ;
- Referrer log − stores the list of URLs from which visitors are referred to your site; and
- Agent log − stores data about agents used to enter the site −− such as browsers or any other Internet−based software −− and all related data.

To enable or disable writing log files, do the following:

- Select domain Info in the Domain Settings menu.
- Click the *Edit* icon next to the *Web Service* field.
- On the page that shows, scroll down to the *Settings* section and click the *ON/OFF* icon next to the log files.

To view the log files records, do the following:

1. Select *Quick access* in the *Account* menu and click the *Web Options* icon.
2. Choose the necessary domain
3. Scroll down to Log files and click the *View* icon next to it.
4. List of log files shows.
5. Click the necessary file and all its records will show.

Note: Entering *end* in the *Line Number* field will show a list of records from the tail of a logfile.

The statistics data in the log files is difficult to read. Web analyzers will read log files to produce visual reports in HTML format for viewing through a browser.

To enable these analyzers and view statistics reports for your sites, do the following:

1. Select *Domain Info* in the Domain Settings menu.
2. Click the *Edit* icon next to the *Webalizer* field.
3. On the page that shows, click OFF to switch it to ON next to the Webalizer field.
4. Click the *Apply* link on the right of this domain.
5. Click the *View* icon to see your statistics report.

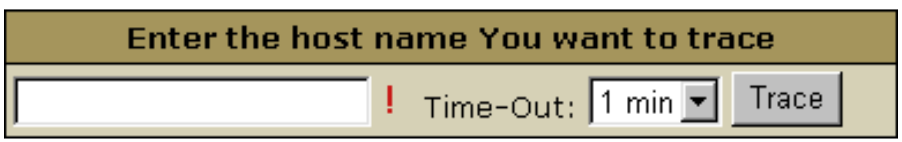
   Note: To use Urchin, you need to buy a license.

Reverse Traceroute

This net troubleshooting tool allows you to ping any Internet host from your hosting server. In other words, you can use this tool to determine if a host is reachable and how long it takes for the signal to go all the way through.

To launch the *Reverse Traceroute* tool, do the following:

- Select *Trace Route* link in the *Domain Settings* menu.
- In the form that appears, enter the host name or the IP address of the server you would like to ping:



- Select the timout period. If you see the connection is slow, select a bigger period.
- Click *Trace* and wait for the result. The next page will show all the hosts that were passed to reach the target server.

Related Docs: Array

FTP: Sharing Access to Your Home Directory With Others

Related Docs: Array

There are three ways to allow guest users to download, upload or view files in dedicated directories of your account:

- FTP sub−accounts (available only for Unix based accounts)
- Virtual FTP
- Anonymous FTP
- Anonymous FTP Upload Facilities

FTP Subaccounts (available only for Unix based accounts)

The simplest way to authorize your friends or colleagues to work with particular directories of your account is to create FTP subaccounts. An FTP subaccount is a combination of a username and a password, which gives full FTP permissions to a single directory, without giving access to the root directory, other directories or the control panel. No dedicated IP is required for FTP subaccounts. Although each FTP subaccount has a login which is different from yours, both have the same ID in the system.

To create a new FTP subaccount:

- Select *FTP User* link in *FTP/User Account* menu.
- At the bottom of the page that shows, find *FTP sub−accounts* and click the *Add* icon.
- On the next page, enter the FTP login and password that will be used by this other user, and the directory this user will be restricted to.
  The directory must be relative to your home directory. If you leave the *directory* field empty, FTP sub−users will have access to your whole *home* directory.

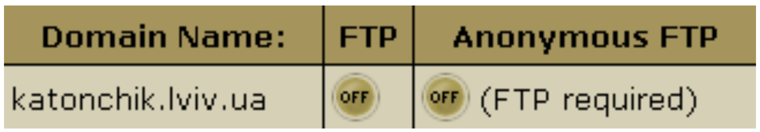
FTP subaccount traffic is a part of the Total/Summary traffic, but you can always see how much FTP traffic has been run up by an individual FTP subaccount by going to the *FTP Manager* page and clicking the *Edit* icon next to the subaccount login.

Virtual FTP

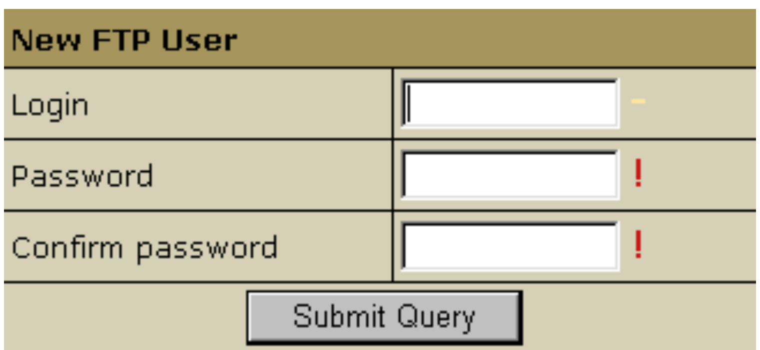
Virtual FTP provides ampler possibilities than FTP sub−accounts. You can give your authorized Virtual FTP users access to more than one directory and specify a different set of permissions for each directory. Virtual FTP users log right into your root, but can enter only those directories you allow them to enter.

To provide Virtual FTP Access to a certain domain, do the following:

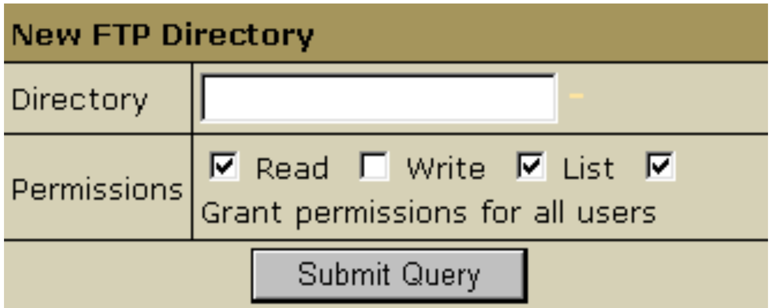
1. *Skip this step if you are already using a dedicated IP.*
   Select *FTP in FTP/User Account* menu.
2. If you have several domains, choose the one to enable virtual FTP for.
3. On the page that appears, switch to dedicated IP. Click here to read about the difference between shared and dedicated IPs.



4. Click the confirmation link to agree with the charges.
5. On the next page, add server name for the new virtual host. This name will appear in the welcome message when guest users connect to your server with FTP clients. Also, enter the e−mail address by which FTP users can reach you with questions or comments.
6. Click the *Edit* icon for FTP for this domain.
7. Click the *Add* icon for *Virtual FTP Users* and create a new Virtual FTP User:

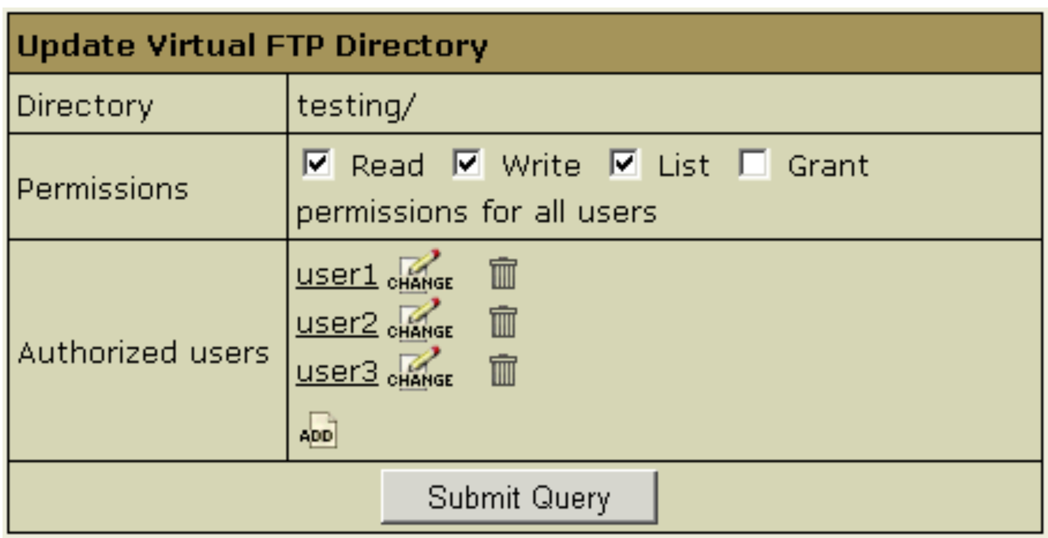


8. Click the *Add* icon for *Virtual FTP Directories* and enter the name for the new Virtual FTP Directory:



End it with a slash, e.g.: *Dir1/*. The location must be specified relative to root. To create a virtual FTP directory inside a different directory, include the path, for example *UserDirs/Dir1/*.
On the same page, specify permissions to this directory:
Read: check to allow file downloads from this directory.
Write: check to allow file uploads to this directory. *List*: check to allow viewing / browsing the contents of the directory. It is usually used jointly with *Read*.
Grant Permissions to all users: check to grant these permissions to all your Virtual FTP users. If you leave this property unchecked, you will have to define permissions on this directory individually for each Virtual FTP User.

9. Click the *Edit* icon next to the directory you have just created. If you haven't granted the same permissions to all your Virtual FTP Users, you can specify permissions for each of them individually:



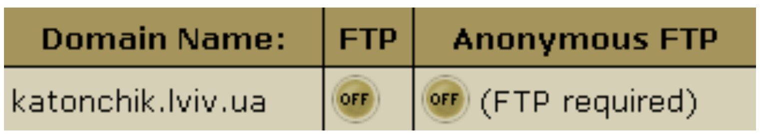
If you have chosen to grant the same permissions to all users, you can skip this step.

Anonymous FTP

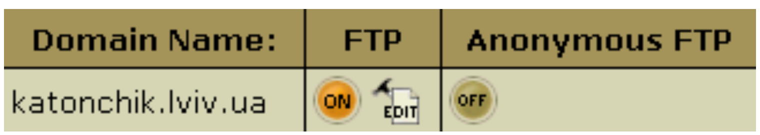
This feature allows you to give public FTP access to a dedicated directory in your account. A special directory is created in your root, and its content can be viewed and downloaded, but not uploaded.

Anonymous FTP becomes available only after you create a Virtual FTP server. To configure Anonymous FTP, do the following:

1. *Skip this step if you are already using a dedicated IP*.
   Select *FTP in FTP/User Account* menu.
2. If you have several domains, choose the one to enable virtual FTP for. On the page that appears, switch to dedicated IP. Click [here](#) to read about the difference between shared and dedicated IPs.
3. *Skip this step if you have already enabled Virtual FTP*.
   Select *FTP in FTP/User Account* menu. Enable FTP for this domain:

   and agree with the charges.
4. On your control panel home page, select *FTP in FTP/User Account* menu. Enable Anonymous FTP for this domain:

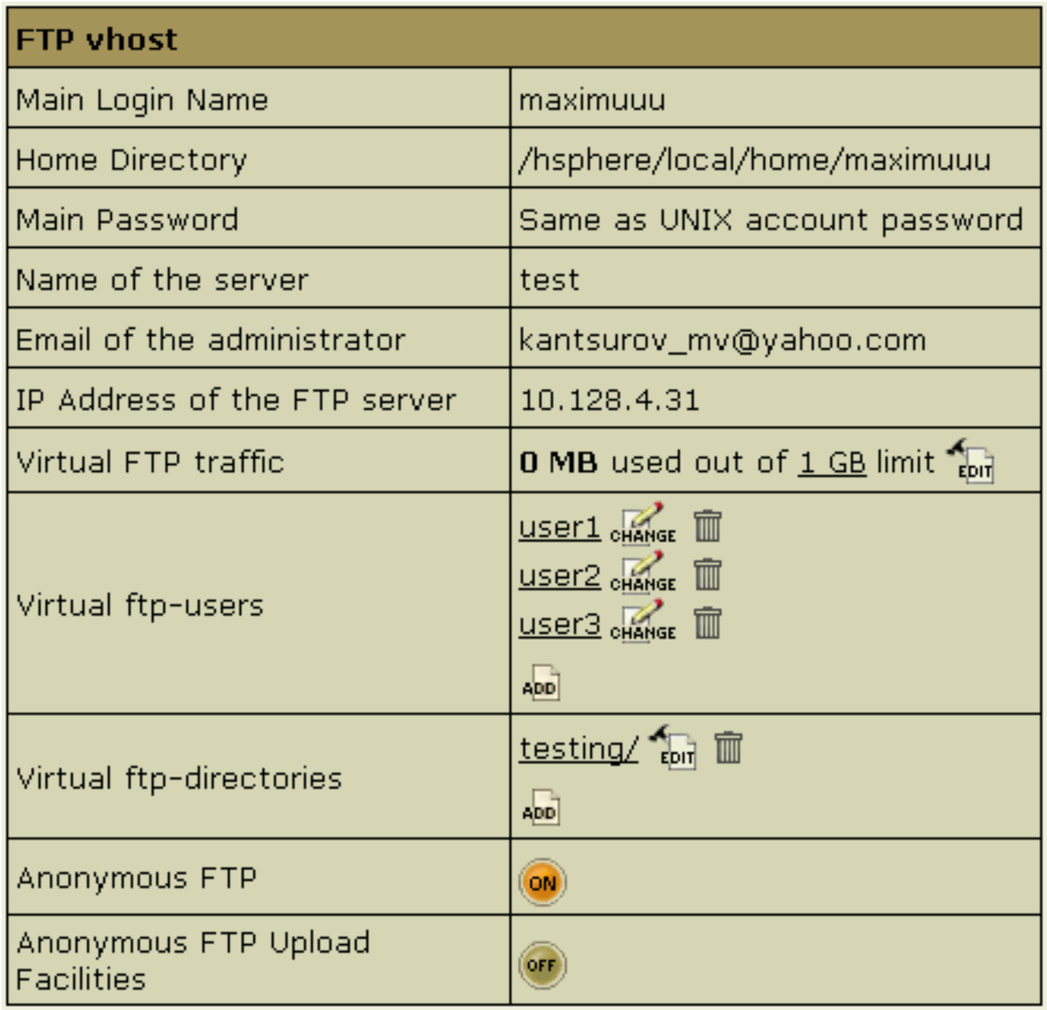
   

   You can also enable Anonymous FTP on the *FTP vhost* page.
5. Agree with the charges.

Anonymous FTP Upload Facilities

If you want to allow anonymous FTP users to upload files, enable *Anonymous FTP Upload Facilities* by doing the following:

1. Enable Anonymous FTP.
2. At the bottom of the *FTP vhost* page you will find a new option to enable anonymous FTP upload facilities:



FTP vhost	
Main Login Name	maximuuu
Home Directory	/hsphere/local/home/maximuuu
Main Password	Same as UNIX account password
Name of the server	test
Email of the administrator	kantsurov_mv@yahoo.com
IP Address of the FTP server	10.128.4.31
Virtual FTP traffic	**0 MB** used out of 1 GB limit EDIT
Virtual ftp-users	user1 CHANGE user2 CHANGE user3 CHANGE ADD
Virtual ftp-directories	testing/ EDIT ADD
Anonymous FTP	ON
Anonymous FTP Upload Facilities	OFF

Turn it on. This will create a dedicated directory inside the Anonymous FTP directory.
* The Uploads (Windows based plans) / Incoming (Unix based plans) directory have only 'upload' permissions, so it will allow neither downloading nor viewing its content.

Related Docs: Array

Manipulating Pages

Related Docs: Array

This document introduces you to the tools that enhance navigation between the pages of your site. These are:

- Redirect URL to redirect visitors from one page to another;
- Directory Indexes to specify what files will be treated as index pages;
- Error Pages to configure error pages that are shown when the requested pages fail to open;
- htProtect to protect web pages with passwords;
- Server Side Imagemap to add links to parts of your images;
- MIME Types to specify the MIME type for a particular file extension.

Redirect URL

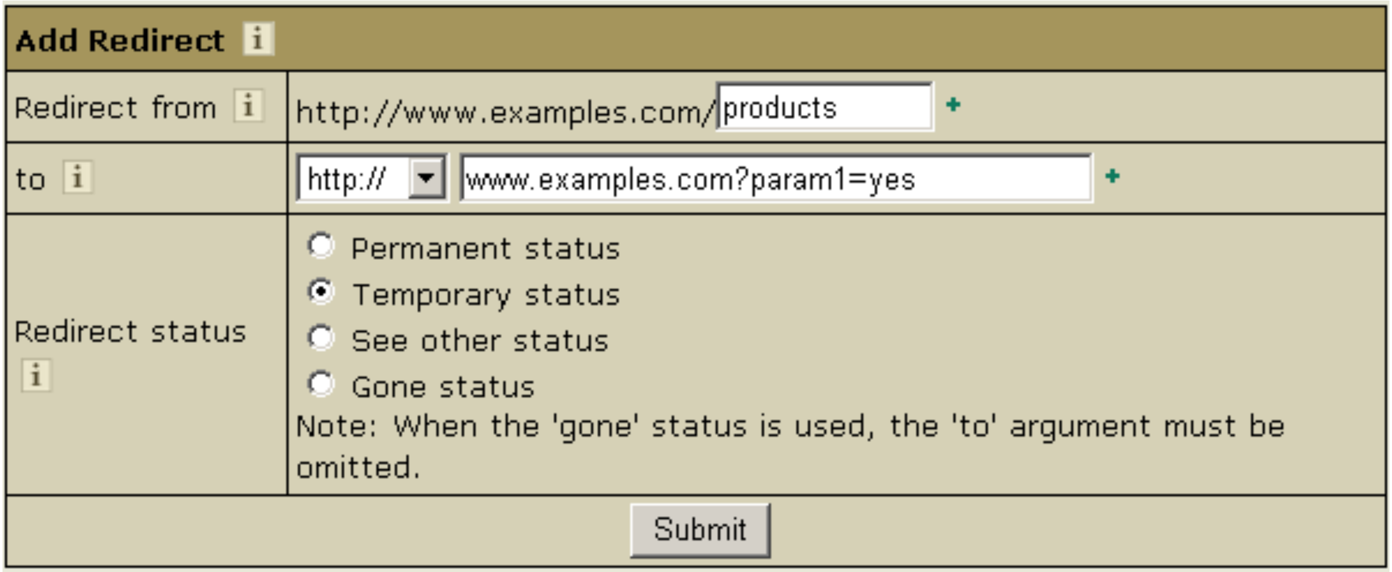
Use this feature to redirect your visitors from one web page to another or even to a different website.

To create a redirect in a Unix−based account, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Redirect* option and click the *Add* icon next to it.
5. Agree with the charges.
6. On the page that appears, create the redirect rule.

Unix−based accounts

Entering *http://www.examples.com/*`products` into the *Redirect from* field and *http://*`www.examples.com?param1=yes` in the *to* field, will take all the *http://www.examples.com/products* visitors to the *http://www.examples.com?param1=yes* page.



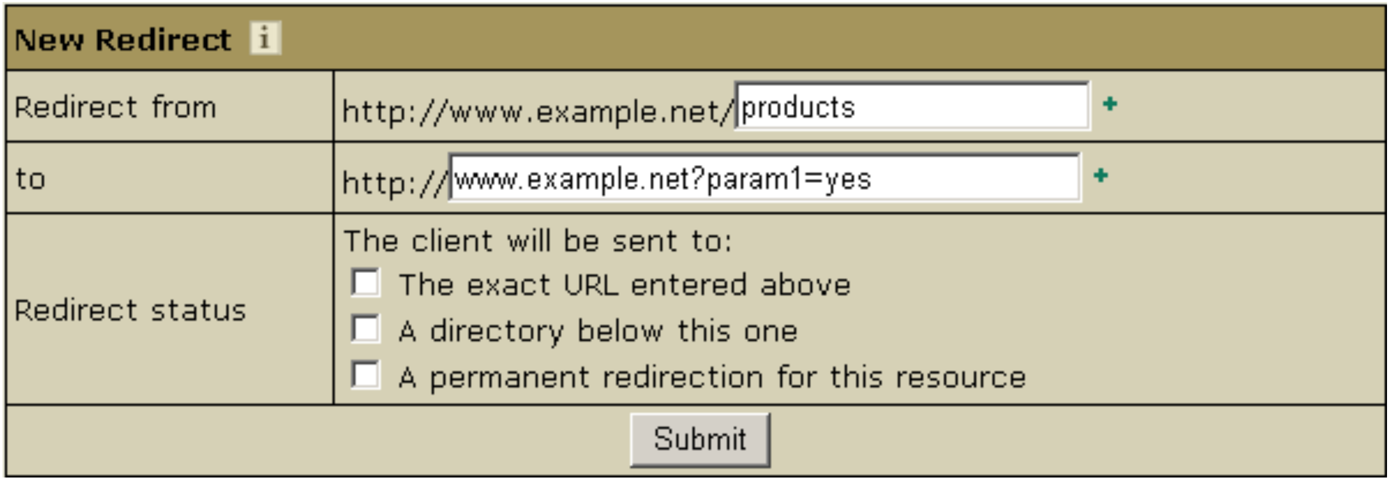
If you leave the *Redirect from* field empty, visitors will be redirected from any location in the site. In the *to* field, you can enter URLs with parameters, as illustrated in the screenshot above.

Leave *Redirect status* as is unless you want to change the default:

- *Permanent*
  returns a permanent redirect status (301) indicating that the resource has moved permanently.
- *Temporary*
  returns a temporary redirect status (302). This is the default and indicates to the client that the resource has moved temporarily.
- *See other*
  returns a "See Other" status (303) indicating that the resource has been replaced.
- *Gone*
  will cause a visitor's browser display "*The requested resource is no longer available on this server and there is no forwarding address. Please remove all references to this resource.*" message when trying to go to the '*to*' URL.

Windows–based accounts

In Windows plans, redirect works in a slightly different manner:



- *The exact URL entered above*
  redirects requests for any files in the indicated directory to one file. For example, to redirect all requests for *products.html* file to the following URL: '*www.example.net*', enter *www.example.net/products.html* in the *To* field and select this option.
  You can redirect requests to URLs with parameters, for example *www.examples.net/?param1=yes*
  *Note: you can redirect requests for files and directories both to your own site and to any other external URL.
- *A directory below this one*
  redirects a parent directory to a child directory.
  – For example, to redirect your *'examples.net/products'* directory to a subdirectory named *'news'*, enter *'excample.net/products/news'* in the '*to*' text box and select this option. Without this option, the Web server will continually map the parent to itself.
- *A permanent redirection for this resource*
  sends the following message to the client: '301 Permanent Redirect'. Redirects are considered temporary, and the client browser receives the following message: '302 Temporary Redirect'. Some browsers can use the '301 Permanent Redirect' message as the signal to permanently change a URL, such as a bookmark.

Directory Indexes

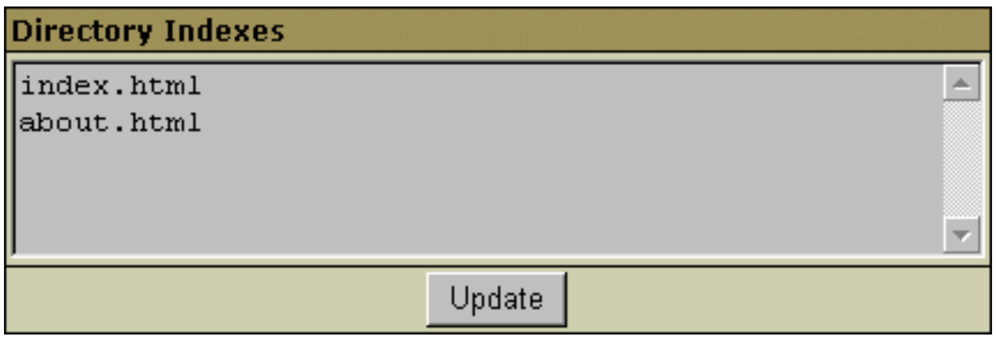
This tool allows you to set your own index pages instead of those specified in the default settings. In other words, you can tell your visitors' browsers which page to load as they hit your domain. Usually, it's */index.html* by default, but you can set any other custom welcome page.

Example: If a visitor goes to your site *http://www.example.com*, the first page to open will be *http://www.example.com/index.html*. However, if you set */welcome.html* as the directory index, the page to open will be *http://www.example.com/welcome.html*.

Warning: your custom index pages won't add to the defaults; they will replace them. Therefore, make sure to enter the full list of indexes you would like to have in your configuration.

To set your custom directory indexes, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Directory Indexes* option and turn it on.
5. Agree with the charges.
6. In the box that appears, enter the names for files that will be treated as indexes. Put file names in the descending order of priority and separate them with spaces (e.g. index.html cgi.bin about.html).



7. *Skip this step if you are using a Windows−based plan.*
   At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.
8. To edit the list you have made, click the *Edit* icon next to the *Directory Indexes* option: with spaces (e.g. index.html cgi.bin about.html).

If you are using a Unix−based plan, click the *Apply* link at the top of the *Web Service* page.

Error Pages

Use this utility to define what will be done if a requested page on your site is missing or fails to open for any other reason. In order to specify your own ErrorDocuments, you need to be slightly familiar with the server returned error codes:

Successful Client Requests

200 OK

201 Created

202 Accepted

203 Non−Authorative Information

204 No Content

205 Reset Content

206 Partial Content

Client Request Redirected

300 Multiple Choices

301 Moved Permanently

302 Moved Temporarily

303 See Other

304 Not Modified

305 Use Proxy

Client Request Errors

400 Bad Request

401 Authorization Required

402 Payment Required (not used yet)

403 Forbidden

404 Not Found

405 Method Not Allowed

406 Not Acceptable (encoding)

407 Proxy Authentication Required

408 Request Timed Out

409 Conflicting Request

410 Gone

411 Content Length Required

412 Precondition Failed

413 Request Entity Too Long

414 Request URI Too Long

415 Unsupported Media Type

Server Errors

500 Internal Server Error

501 Not Implemented

502 Bad Gateway

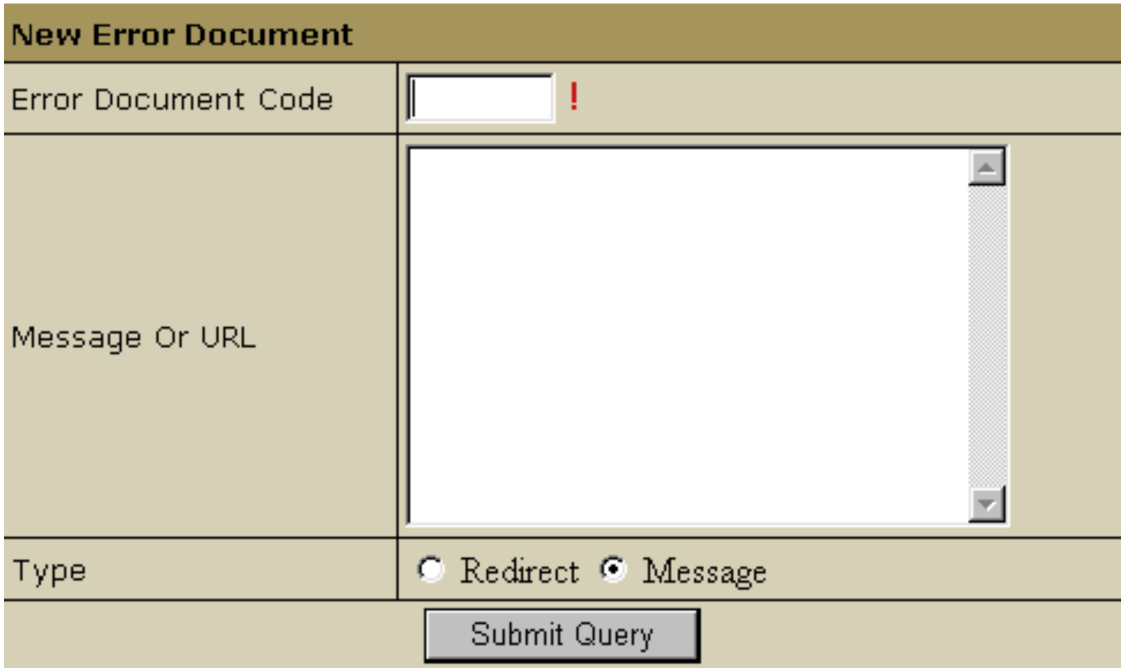
503 Service Unavailable

504 Gateway Timeout

505 HTTP Version Not Supported

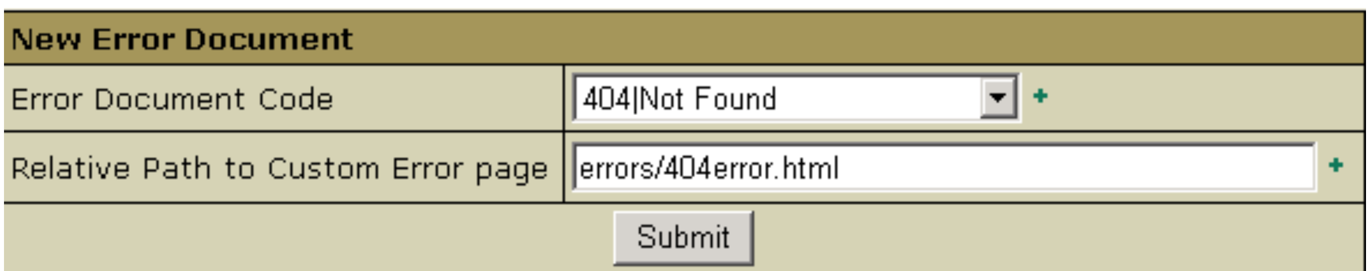
To configure Error Pages, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Error* option and click the *Add* icon on its right.
5. In the form that appears, enter the error document settings:



- ♦ *Message or URL*: Enter the message the visitor will get or the URL of the page that the visitor will be taken to if the requested page is not found.
- ♦ *Type*: Specify if the text in the previous field must be treated as a URL (*Redirect*) or as a text message (*Message*).

Windows users will get a slightly different form:



htProtect

htProtect utility allows you to password−protect any directory on your site so only authorized visitors can open its content with their browsers.

To start htProtect, click the *WebProtect* icon on the *Quick Access* page in the *Account* menu.

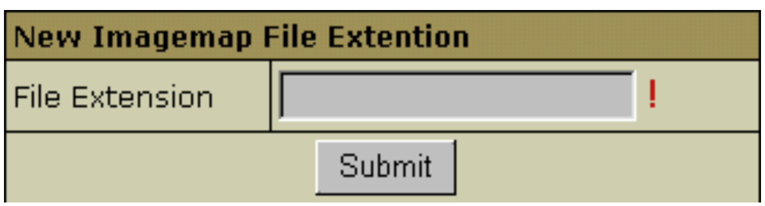
Warning: Don't use this feature if you have Frontpage Extensions installed. You would need to use Frontpage itself to perform this function.

Server Side Imagemap

This feature allows your server to regard files with a specific extension as map files. In other words, the server checks the file with the specified extension to define the links of an image (unlike a client−side image map, which uses the info inserted into the HTML code) and reports back to the browser where to go.

To add an imagemap file extension, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *Server Side Imagemap* option and click the *Add* icon on its right.
5. Agree with the charges.
6. Enter the file extension beginning with a dot:

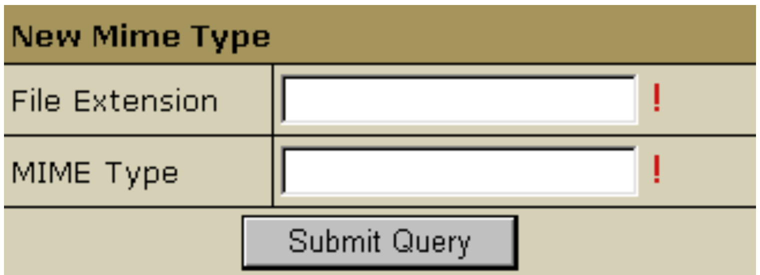


MIME Types

This utililty allows you to define file formats that are not defined in web browsers. This enables the browser to display or output files that are not in HTML format, just like it displays simple text files, .gif graphics files and PostScript files.

To add a definition for your own file format, do the following:

1. Select *Quick Access* in the *Account* menu.
2. Click the *Web Options* icon on the page that shows.
3. Click the *Edit* icon next to the domain you need.
4. On the *Web Service* page, scroll down to find the *MIME Type* option and click the *Add* icon on its right.
5. Agree with the charges.
6. On the page that appears, enter the extension for this file type:



Begin file extension with a dot. The MIME type must comply with MIME type specifications, e.g.: *text/rtf* or *video/mpeg*.

Related Docs: Array

Adding Support for Dynamic Web Content

Related Docs: Array

This document explains how to add support for dynamic web pages, including:

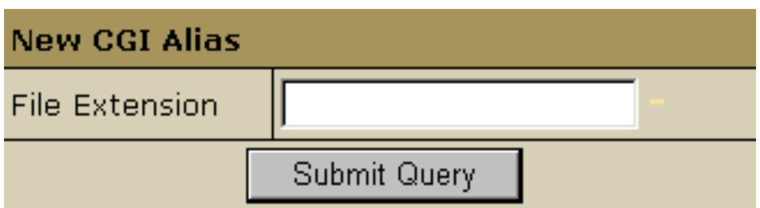
- CGI scripts
- PHP scripts
- ASP (Windows−based accounts)
- ColdFusion (Windows−based accounts)
- SSI (Server Side Includes)

CGI Scripts

To add CGI support, it will suffice to create a CGI alias or, in other words, to specify a CGI file extension and a CGI handler for it, for instance Perl. For example, you can specify that all *.cgi files must be treated as executable Perl scripts.

To add a CGI alias, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page that shows, scroll down to find the *CGI−dir* option and turn it on. Now all files in the cgi−bin directory will be treated as CGI executables. This is the directory to place all your cgi scripts.
4. On the *Web Service* page, scroll down to find the *CGI* option and click the *Add* icon on its right.
5. Enter an extension beginning with a dot and select the handler from the list:



PHP scripts

You can add support to your own PHP scripts. As of May 1st 2002, the highest supported version is PHP 4.2.1.

To add PHP support, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *PHP* option and turn it on.
4. Agree with the charges.
5. *Skip this step if you are using a Windows−based plan.*
   At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.
6. On the *Web Service* page, click the *Add* icon that has appeared next to the *PHP* option.
7. On the page that appears, enter an extension for your PHP pages beginning with a dot, for instance *.php4*. Select the MIME type from the list.
8. *Skip this step if you are using a Windows−based plan.*
   At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.

ASP

To add support for ASP (Active Server Pages) in a Windows−based account, do the following:

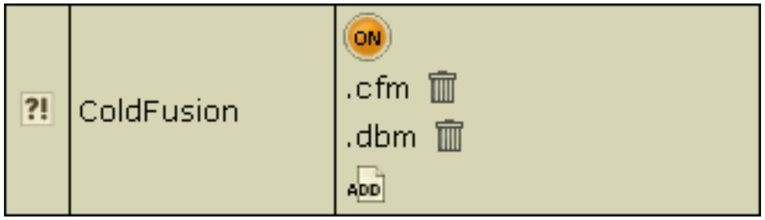
1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *ASP* option and turn it on.
4. Agree with the charges.

ColdFusion

To add ColdFusion support in a Windows−based account, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *ColdFusion* option and turn it on.

4. Agree with the charges.
5. If you need to add custom file extensions to be handled by ColdFusion, click the *Add* icon that has appeared next to the *PHP* option:



6. On the page that appears, enter an extension for your PHP pages beginning with a dot.

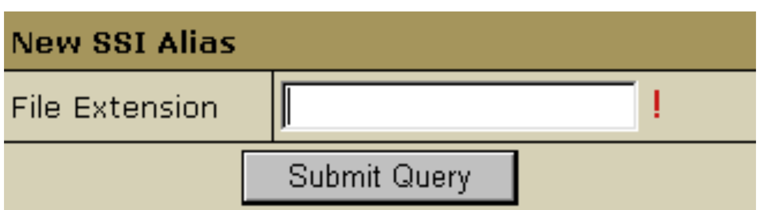
Note: If your account wasn't created from the control panel, default extensions won't be added when you enable ColdFusion.

Server Side Includes

You can add your own SSI aliases or, in other words, specify SSI file name extensions. For example, you can specify that all *.ssi files must be treated as server side includes.

To add an SSI alias, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *SSI* option and click the *Add* icon on its right.
4. Agree with the charges, if any.
5. In the window that appears, enter your SSI file extension beginning with a dot:



6. *Skip this step if you are using a Windows−based plan.*
   At the top of the *Web Service* page, click the *Apply* link for the Server configuration to change. The changes will take effect within 15 minutes.

Related Docs: Array

Adding Generic CGI Scripts

Related Docs: Array

Owners of Unix accounts can use simple CGI wizards to enhance their sites with the following scripts:

- Counter
- Guestbook
- FormMail
- Forum
- phpBB forum (requires MySQL)
- mnoGoSearch utility to search your site (requires MySQL)

- Fixing broken scripts

All CGI scripts for a particular site are stored in the `cgi-bin` directory, unless specified otherwise. If you accidentally delete any files in the `cgi-bin` directory, you can recover them by going to the *Web Options* page and clicking the *Restore to default* link. Your existing files remain untouched, so you will not lose your changes. To get rid of undesirable changes in the script files, delete these files and then click the *Restore to default* link on the *Web Options* page. Also, use the *Restore to default* link to fix your temporary index page to default. See the Contents of Your Home Directory chapter of this manual for more information on the files and catalogues not to be deleted.

Counter

To add a counter to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable the counter for domains in the list.
5. Click the *View* icon for more instructions.

Guestbook

To add a guestbook to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable the guestbook for domains in the list.
5. Click the *View* icon for more instructions.

Formmail

To add a formmail script to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable the formmail for domains in the list.
5. Click the *View* icon for more instructions.

Chat

To add a chat to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable chat for domains in the list.
5. Click the *View* icon for more instructions.

Forum

To add a forum to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *Preinstalled Scripts* field.
4. Enable forum for domains in the list.
5. Click the *View* icon for more instructions.

phpBB Forum (both for Unix and Windows based accounts)

Add the phpBB forum (distributed according to phpBB License Agreement). It is a high powered, fully scalable, and highly customisable bulletin board package. phpBB has a user−friendly interface, simple and straightforward administration panel, and helpful FAQ.

phpBB Key Features:

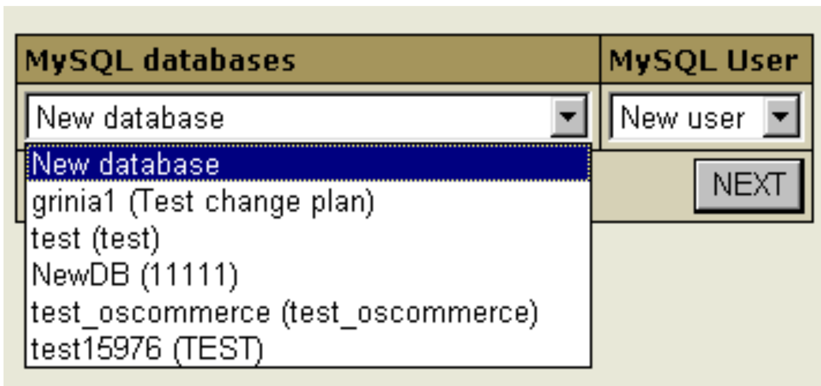
- Unlimited forums and posts
- Multiple language interface
- Private or public forums
- Powerful search utility
- Private messaging system
- Complete customisation with templates

phpBB files are stored in a separate directory for each of your sites.

To add phpBB forum to your site, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *phpBB* option and turn it on:

4. Agree with charges, if any.
5. Go through the installation wizard. You'll be prompted to select from the existing MySQL databases to use with phpBB or create a new one:



WARNING: Assigning a previously created MySQL database to be used for phpBB needs, you will remove contents of all its tables.

6. Choose or create a MySQL user to access and manage MySQL DB you have allocated for use with phpBB.
7. Click the *Setup* icon to install the script:

8. You'll be taken to the phpBB admin control panel, where you can start configuring the forum to your liking.
   * If you are taken to the setup page again, click the Fix button. This will reset the config.php script which contains settings to access php BB MySQL db.

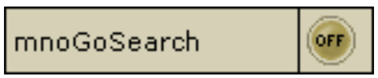
mnoGoSearch

If you are running a Unix−based account, you can enhance your site with mnoGoSearch (disclaimer), a utility that searches your site by keywords.

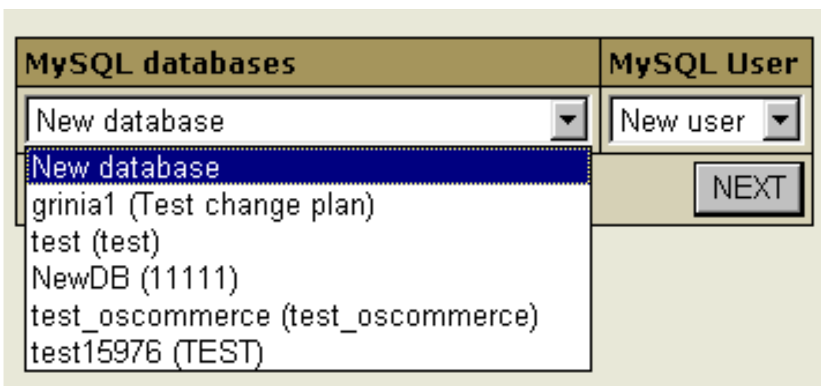
mnoGoSearch script file is stored in the `cgi−bin` directory, but its configuration files are located in the `mnoGoSearch/` directory in your root.

To enable mnoGoSearch, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, scroll down to find the *mnoGoSearch* option and turn it on:



4. Agree with charges, if any.
5. Go through the wizard. You'll be prompted to select from the existing MySQL databases or create a new one to be used by mnoGoSearch:



WARNING: Assigning a previously created MySQL database to be used for mnoGoSearch needs, you will remove contents of all its tables.

6. Choose or create a MySQL user to access and manage MySQL DB you have allocated for use with mnoGoSearch.

7. Go to your search page by clicking the *View* icon:

To make it available to the Internet users, put a link to your mnoGoSearch page on your site's pages.
** Note: It will take some time to index your site pages and get your search working.*

You can extend your mnoGoSearch capabilities (e.g.: set local charset) by editing file `indexer.conf`. To learn how to work with `indexer.conf`, refer to `indexer.conf-dist` which can be found in the `/'account'/mnogosearch/'domain'/` directory.
** If you mishandle anything, you can always restore mnoGoSearch configuration to the default by clicking the Edit icon, but all your custom settings will be lost.*

Fixing Broken Scripts

If you have accidentally deleted any of your CGI scripts and/or the index page (index.html), you can restore them to default. To get rid of any undesirable changes in you CGI scripts and go back to the default settings, delete the unnecessary files and restore the scripts.

To fix/restore the scripts:

1. Select *Domain Info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the *Web Service* page, click the *Restore to default* link.

Related Docs: Array

FrontPage Extensions

Related Docs: Array

FrontPage Extensions (FPE) are required to provide some advanced server−side functionalities offered by Microsoft FrontPage. This document explains how to:

- install FPE
- configure FPE
- fix problems with FPE

It's a good idea to install and configure Front Page Extensions prior to uploading your web pages.

Installation

To install FrontPage extensions, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable *FrontPage Extension* for domains in the list.
4. Agree with the charges.
5. Now you can proceed to FrontPage configuration.

Configuration

To configure FrontPage mail settings in Unix or Windows based accounts:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Edit* icon in the *FrontPage* section.

4. On the page that appears, make sure to supply the *sender* and *reply to* e−mail addresses. They will be used in FrontPage mail forms.
5. Click Submit.
6. You will be taken to the list of your domains. If you are under a Unix−based plan, click *Apply* for the domain you made changes to.
7. Now that you have applied your changes, you can upload your web pages.

Fixing Problems

If, for some reason, your FrontPage fails to perform correctly, try reinstalling FrontPage Extensions by doing the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Click the *Fix* icon in the *FrontPage* section.
   Importatn: that will remove all your custom FrontPage custom settings and configurations and reinstall the defualt ones.
4. Click the *Edit* icon right beside the *Fix* icon.
5. On the page that appears, make sure to supply the *sender* and *reply to* e−mail addresses. They will be used in FrontPage mail forms.

Related Docs: Array

Managing Traffic

Related Docs: Array

This document discusses different types of traffic and related issues:

- How is traffic calculated?
- How do I change the traffic limit?
- Throttle policy

Calculating Traffic

Traffic is the data transferred **to and from** your website by your visitors plus the data transferred to and from your mailbox by incoming and outgoing mail. You can also have other types of traffic, as suggested in the following table:

Type of traffic	Generated when...
FTP User	... you upload your files to your web account. If you have any FTP sub–accounts, their traffic will be included here, too.
Virtual FTP	... authorized or anonymous internet users download, upload or view files in your virtual FTP directories. If you administer your account through dedicated IP, it will be also added to Virtual FTP Traffic.
Mail	... e–mail messages are sent or received.
HTTP	... internet visitors browse your web site(s).
Real Server FTP	... internet users download media files from your RealServer directory.
Real User FTP	... you upload your media files to your RealServer directory.

Control Panel navigation is not included into the total traffic.

The traffic is reset once a month regardless of your billing period. The current day is not included in the amount of traffic you have run up.

How Do I Change the Traffic Limit?

The use of traffic cannot be physically restricted. This means nothing happens if you exceed your traffic limit: your web–sites, mailboxes and virtual ftp accounts will continue to work. Each gigabyte beyond the limit, however, will be charged at the *overlimit* rate.

Per−gigabyte charges are usually higher, so it is wise to set your transfer limit to the level you are expecting to have. To change your plan default, do the following:

1. Select *Account Settings* in the *Account* Menu.
2. Click the *Change* icon in the *Transfer Summary Traffic* field.
3. On the page, enter the HTTP monthly traffic you expect to run up.

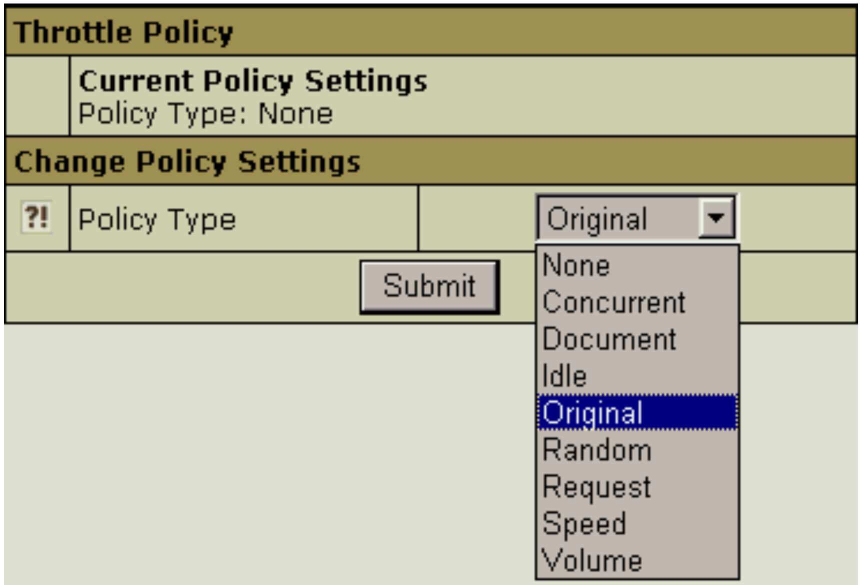
Throttle Policy

You can throttle the use of traffic in your account by delaying or refusing requests to your sites.

To enable the Throttle module, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Scroll the page to find the *Throttle Policy* option and turn it on:

4. Agree to charges, if any.
5. Select the type of policy anc click *Submit*:



6. Complete the wizard.
7. At the top of the *Web Service* page, click the *Apply* link.

The eight *throttling policies* are:

- **Concurrent** – impose a limit on the number of concurrent requests at any one time. The period specifies how long data is accumulated before the counters are reset.
- **Document** – excluding requests for HTML page elements such as images and style sheets, impose a limit on the number of requests per period. When this limit is exceeded, all further requests are refused, until the elapsed time exceeds the period length, at which point the elapsed time and the counters are reset. Note that the requests (hits) column of the throttle status display does not include the requests for page elements.
- **Idle** – impose a mimimum idle time between requests. When the miminum is not reached, the request incurs a calculated delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the counters are reset. Second, if the idle time between requests exceeds the minimum, then the the request proceeds without delay. Otherwise the request is delayed between one and ThrottleMaxDelay seconds. If the delay would exceed ThrottleMaxDelay, then the request is refused entirely to avoid occupying servers unnecessarily. The delay is computed as the policy minimum less the idle time between requests.
- **Original** – impose a limit on the volume (kbytes sent) per period, which when exceeded the request incurs a counter–based delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the volume and elapsed time are halved. Second, if the volume is below the limit, then the delay counter is decreased by one second if it is not yet zero. Otherwise, when the limit is exeeded, the delay counter is increased by one second. The delay can be between zero and ThrottleMaxDelay seconds, after which the request will be refused to avoid occupying servers unnecessarily.

- **Random –** randomly accept a percentage (limit) of the requests. If the percentage is zero (0), then every request is refused; if the percentage is 100, then all requests are accepted. The period specifies how long data is accumulated before the counters are reset.
- **Request –** impose a limit on the number of requests per period. When this limit is exceeded all further requests are refused until the elapsed time exceeds the period length, at which point the elapsed time and counters are reset.
- **Speed –** impose a limit on the volume (kbytes sent) per period, which when exceeded the request incurs a calculated delay penalty or is refused. First, whenever the elapsed time exceeds the period length, then the limit (allowance) is deducted from the volume, which cannot be a negative result; also the period length is deducted from the elapse time. Second, if the volume is below the limit, in which case the request proceeds without delay. Otherwise the request is delayed between one and ThrottleMaxDelay seconds. If the delay would exceed ThrottleMaxDelay, you refuse the request entirely to avoid occupying servers unnecessarily. The delay is computed as one plus the integer result of the volume times 10 divided by the limit.
- **Volume –** impose a limit on the volume (kbytes sent) per period. When this limit is exceeded all further requests are refused, until the end of the period at which point the elapsed time and counters are reset.

You can also set throttle policy to **None** which imposes no restrictions on a request and used as a place holder to allow monitoring. The limit currently serves no purpose. The period specifies how long data is accumulated before the counters are reset. Remember to apply the changes you have made. Press *Apply* in the *Web Service –> Server Configuration* row.

Related Docs: Array

Managing Disk Space

Related Docs: Array

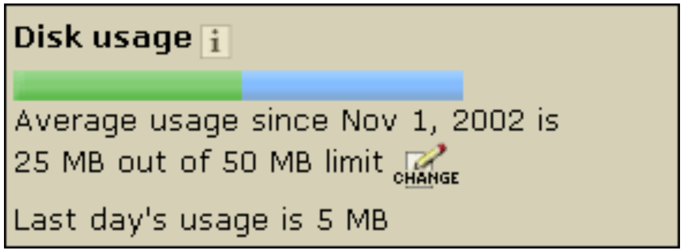
Your account allows you to maintain your site, store incoming and outgoing mail for your mailboxes, create and manage databases. Your hosting provider sells you services and disk space for these resources on his servers. Your control panel allows you to monitor and manage your disk space usage. This document covers the following disk space management issues:

- Summary disk usage
- Quotas
    - FTP or Disk Quota
    - Mailbox Quota

♦ DB Quota

Summary Disk Usage

If your hosting plan is configured with the **Disk Usage** resource, you will see a *Disk Usage* bar on your *Quick Access* page:



It shows how much FTP (web), mail and DB disk space all together you are using of your Disk Usage limit.
It shows:
a) the *Last Day's Usage*
– every 24 hours all servers (web, mail, MySQL, etc.) are scanned, and all actually used disk space is summarized to make your Summary Disk Usage for the last day;
b) the *Average Usage* for the current disk usage cycle (one month length regardless of your billing period) of your *Disk Usage Limit*
– for billing purposes, the system also monitors your average disk usage for the disk usage cycle. From the beginning of this cycle, summary readings of each daily scan are added up, and the cumulative amount is divided by the number of days elapsed since the cycle starting date.

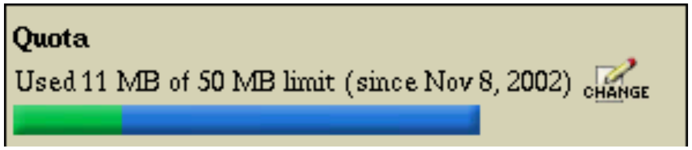
Disk Usage Limit doesn't stop you from using more disk space. But if you go over it, you will be charged overlimit fee for it. Keep in mind that your hosting plan might be configured to suspend your account if you reach/exceed your Disk Usage Limit. Before suspension, you would be usually notified by e–mail of approaching your limit.

However, you can change your Disk Usage limit, in this case:
1. Your current disk usage cycle is closed.
2. You are refunded recurrent fee for the days remaining to the end of the disk usage cycle.
3. Your disk usage limit is prorated to the days elapsed from the beginning of the disk usage cycle. And if your average disk usage is more than this, you are charged extra fee for the overlimit.
4. A new disk usage cycle is opened.
5. If you are increasing your disk usage limit, you will usually pay recurrent fee for the increased amount, which is usually less than

extra/usage fee.
* Your hosting plan can prevent you from setting very high Disk Usage limit.

FTP or Disk Quota

If your hosting plan is configured without Disk Usage resource, you will see a **Disk Quota** bar on your *Quick Access* page:



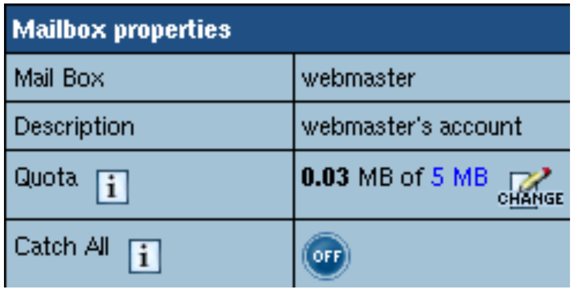
If your hosting plan is configured with Disk Usage resource, Disk Quota statistics can be found in your FTP manager:

Every 24 hours the system scans your home FTP directory to see how much web disk is used under your account. It shows how much FTP disk space you are using out of your *Disk Quota*.
When you reach your Disk Limit, the system will not let you upload anything into your FTP home directory. You cannot store more MBs than your Disk Quota allows.
Keep in mind that your hosting plan may be configured to suspend your account when you reach your Disk Quota. However, you can change your Disk Quota, in this case:
1. You are refunded recurrent fee for the remaining days of your billing period.
2. You are charged recurrent fee prorated to period that remains to the end of your billing period.

Your hosting plan can prevent you from setting very high Disk Quota.

Mailbox Quota

For each of your mailboxes you get some default amount of disk space for storing incoming and outgoing mail. Load statistics for each of your mailbox can be found in the *Properties* section for every individual mailbox:

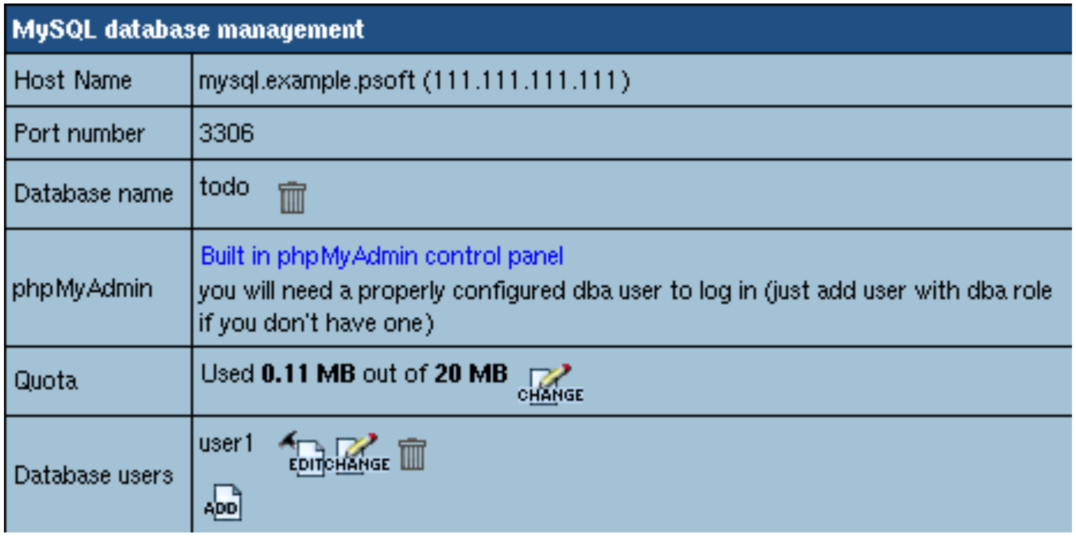


It shows how much disk space you are using out of your mailbox quota. You can't store more MBs than your mailbox quota allows. You can change your mailbox quota, by clicking the *Change* icon next to the statistics readings for each individual mailbox (see image above), in this case:

– recurrent fee for the days that remain to the end of the current billing period is refunded.
– you are charged the recurrent fee of increased mailbox quota prorated to the rest of the billing period.
Keep in mind that your hosting plan may be configured to prevent you from setting very high mailbox quota.

Database Quota

For each of your data bases you get some default amount of disk space for storing data. Load statistics for each of your DBs can be found in the individual DB settings screen:



MySQL database management	
Host Name	mysql.example.psoft (111.111.111.111)
Port number	3306
Database name	todo
phpMyAdmin	Built in phpMyAdmin control panel you will need a properly configured dba user to log in (just add user with dba role if you don't have one)
Quota	Used **0.11 MB** out of **20 MB** CHANGE
Database users	user1 EDIT CHANGE ADD

It shows how much disk space you are using out of this DB quota.
DB Quota doesn't stop you from using more disk space, except for the MS SQL DB. But if you go over it, you will be charged extra fee for excess. However you can always increase your DB Quota limit paying recurrent fee for the increased amount, which would be usually less than payments for overlimit usage. You hosting plan can be also configured to prevent you from setting very high DB Quota.
You can change your DB quota limit, by clicking the *Change* icon next to the statistics readings for each individual DB (see image above), in this case:

MS SQL DB:
1. recurrent fee for the days remaining to the end of the current billing period is refunded.
2. you are charged the recurrent fee of increased DB quota limit prorated for the rest of the billing period.

MySQL and PostgreSQL DB
1. recurrent fee for the days remaining to the end of the current billing period is refunded.
2. your DB quota is prorated to the days elapsed from the beginning of the billing period. And if your DB usage is more than this, you are charged extra fee for the overlimit.
3. You are charged the recurrent fee of increased DB quota limit prorated to the days left to the end of the billing period.

Related Docs: Array

Mailboxes

Related Docs: Array

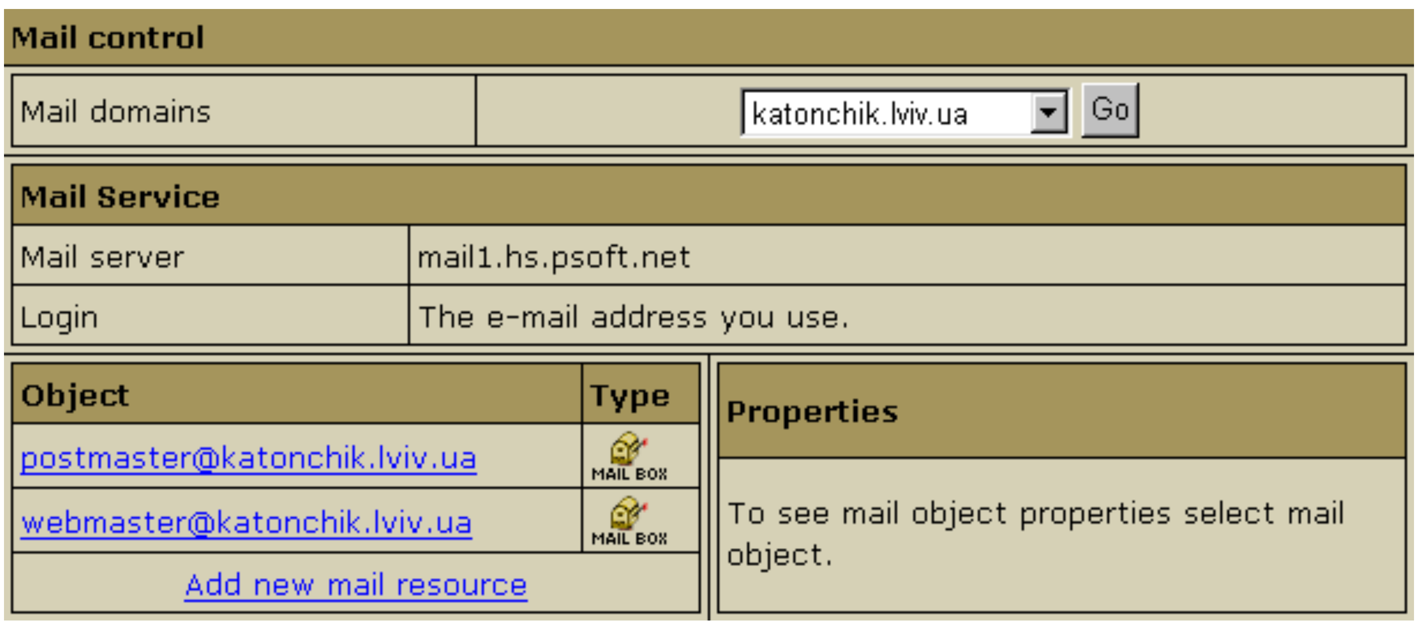
Mailboxes allow you to send, receive and store e–mail messages. Here you can learn how to:

- Create a mailbox
- Configure a mailbox
- Create an autoresponder

Creating a Mailbox

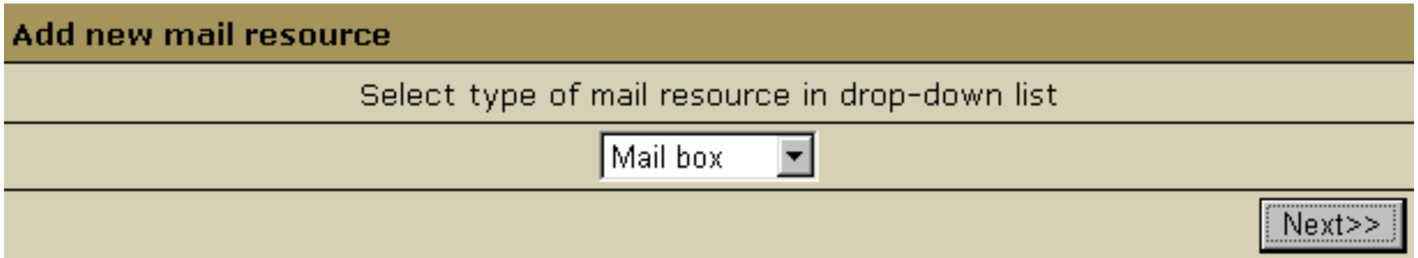
To add a new mailbox, do the following:

1. Select *Mail Info* in the *Mail Info* menu.
2. At the bottom of the page that appears, click *Add new mail resource*:

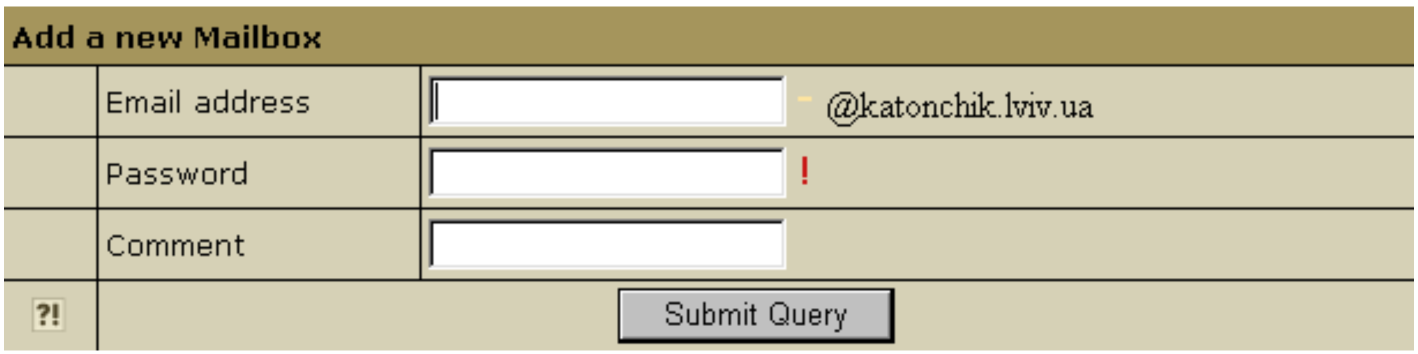


3. Choose *Mailbox* from the drop–down list and click *Next*

:



4. Agree with the charges, if any.
5. Enter the name and password for the new mailbox and click *Submit*:



Note: In version 2.3 and higher, if you want your mailbox to work as forward and mail autoresponder at the same time, you can give forward, mailbox and autoresponder the same name within one mail domain. In this case, your mailbox will forward all incoming email to another address and send responses to senders.

Important: You get *Postmaster* mailbox for free and you can neither delete it nor change its quota. *Webmaster* is a regular mailbox and it counts towards your total maiboxes. This means, if you get 0 free mailboxes, you pay for the *Webmaster* box, but you don't pay for *Postmaster*.

Configuring a Mailbox

To configure a mailbox, click the *Edit* icon next to the name of the mailbox. You will see the list of its properties on the right:

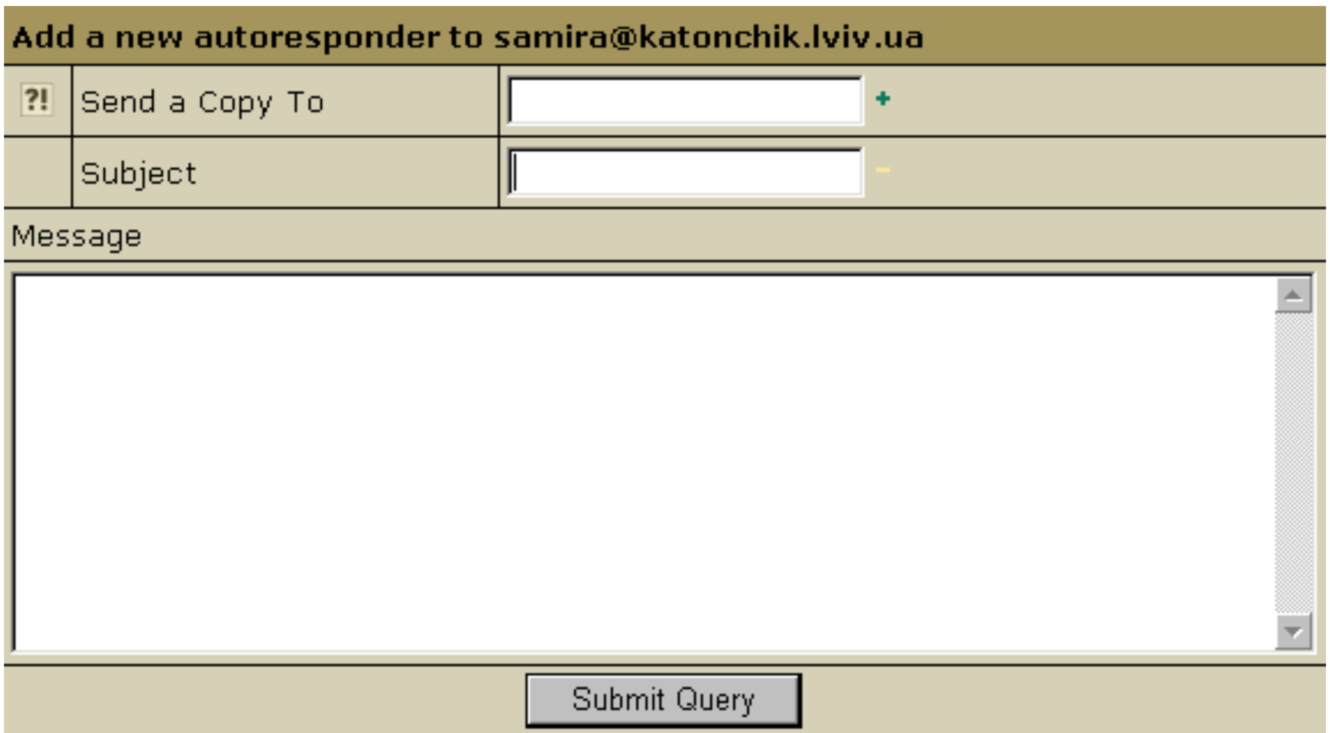
Mailbox properties	
Mail Box	webmaster
Description	webmaster's account
Quota	**0.02** MB of 10 Mb
Catch All	OFF
Password	CHANGE
Autoresponder	OFF
Webmail	LAUNCH
Delete	
Trouble ticket	?!

- **Quota:** change the quota for this specific mailbox. Mailbox quota is not related to the site disk space quota. To change your mail quota, enter its new size in megabytes. From that moment on you will be charged for the difference between this new amount and the default free amount. This charge will be added to the recurrent fee at the beginning of each billing period.
- **Catch All:** if it's on, any email messages sent to a nonexistent account on your domain will go to this address. *Example*: your mailbox webmaster@example.com is marked as *catch all*. If someone sends an email to support@example.com, which doesn't exist, this particular message will arrive at webmaster@example.com. If no account were marked as *catch all*, this message would bounce back to the sender with an error notification.
- **Password:** click the icon to change the mailbox password.
- **Autoresponder:** set your mailbox to respond to the sender of incoming mail with a preset message. You need to compose a separate response message for every mailbox. *Note*: in version 2.3 and higher, autoresponder is an independant mail resource. (For details see below)
- **WebMail:** go to the web e–mail client to send or receive e–mail messages.

- **Discard all incoming mail:** turn this ON only if you are absolutely sure you don't need ALL your incoming mail. You can also turn it on when you are going on vacation. Senders won't receive 'underlivered mail' notices.
- **Delete:** delete the mailbox. To delete a *Catch All* mailbox, first switch *Catch All* OFF.
- **Trouble Ticket:** report troubles with the mailbox.

Autoresponders

Autoresponder is a mailbox attribute. Whenever a message arrives in a mailbox, the system immediately sends a uniform response back to the sender. More >>
Use this form to compose an autoresponse:



Send a Copy To: the optional e−mail address to which copies of response messages will be e−mailed.

Subject: the subject of the response message, e.g. *receipt confirmation*.

Message: the body of the response message, e.g. *Your message was received. Thank you.*

Related Docs: Array

Configuring Outlook Express E−mail Client

Related Docs: Array

To configure your Outlook Express or any other e−mail client, you need to know your POP3 and SMTP servers. To find them out:

- Log into H−Sphere control panel;
- Select *Mail Info* in the *Mail Info* menu.

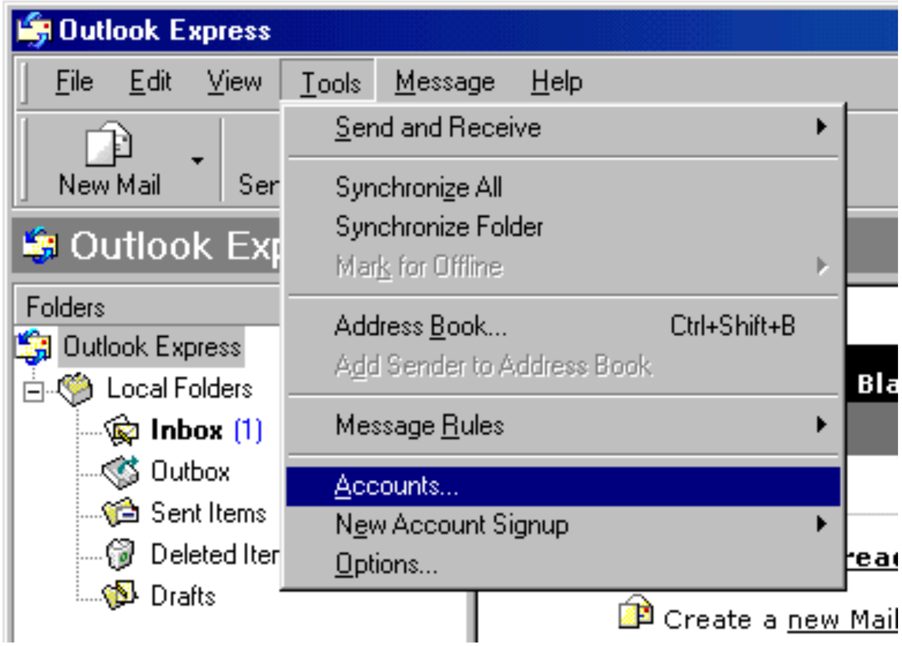
Your provider's mail server may use different SMTP relays for sending mail − **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Outlook Express to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

− Configuring Outlook Express (POP before SMTP relay).
− Configuring with SMTP Auth relay.

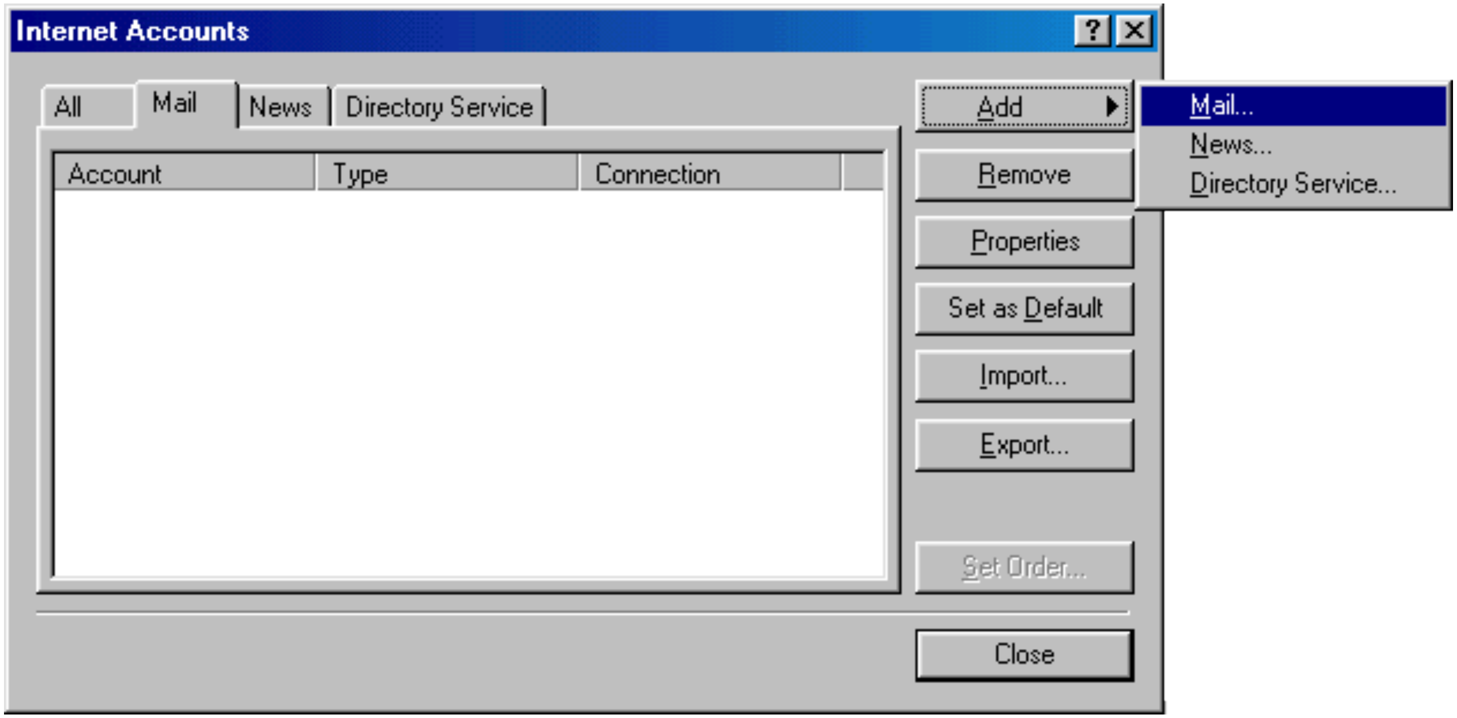
Configuring Outlook Express

To configure this email client with the *POP before SMTP* relay:

1. Open Outlook Express.
2. In the menu bar, go to the *Tools* drop−down menu and select *Accounts*.

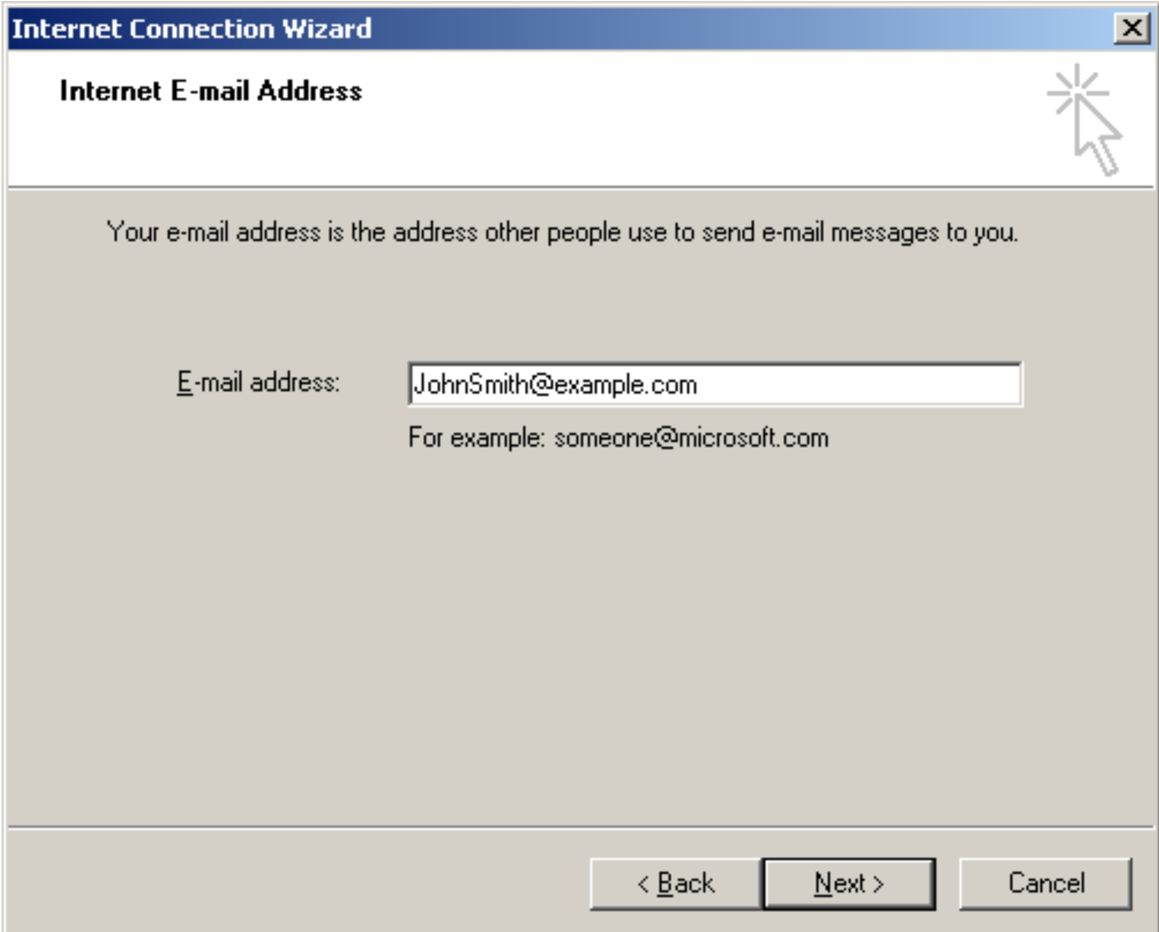


3. On the page that shows, click *Add* and select *Mail*.

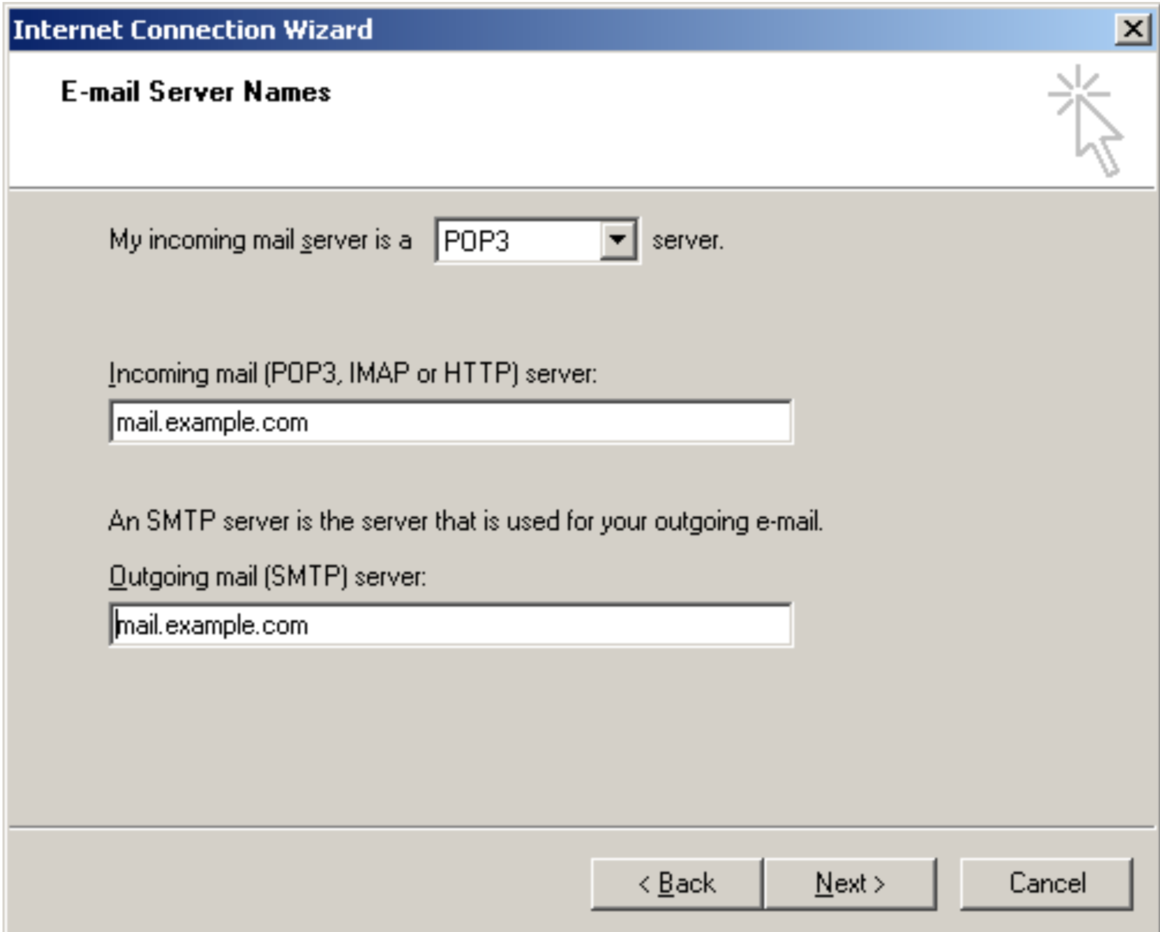


4. On the wizard page that shows, enter your name in the field and click *Next* to proceed.
   Note: this email will appear when you send out emails.

5. On the page that shows, enter your *Email Address* and click *Next* to proceed.

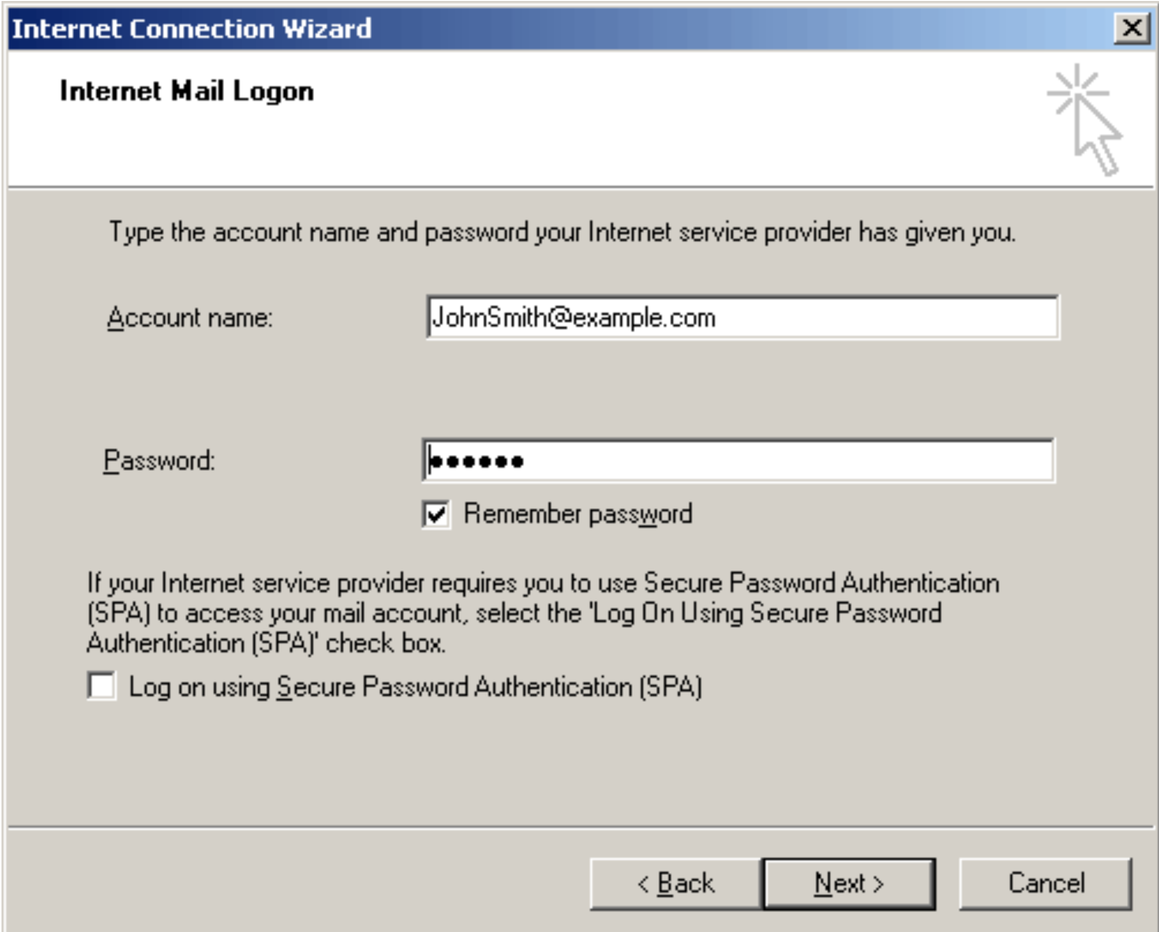


6. In the form that shows:
   – in the drop–down box, choose *POP3* as your *incoming server*;
   – enter the *Mail Server Name* for both *Incoming Mail* and *Outgoing Mail*;
   – click *Next* to proceed.

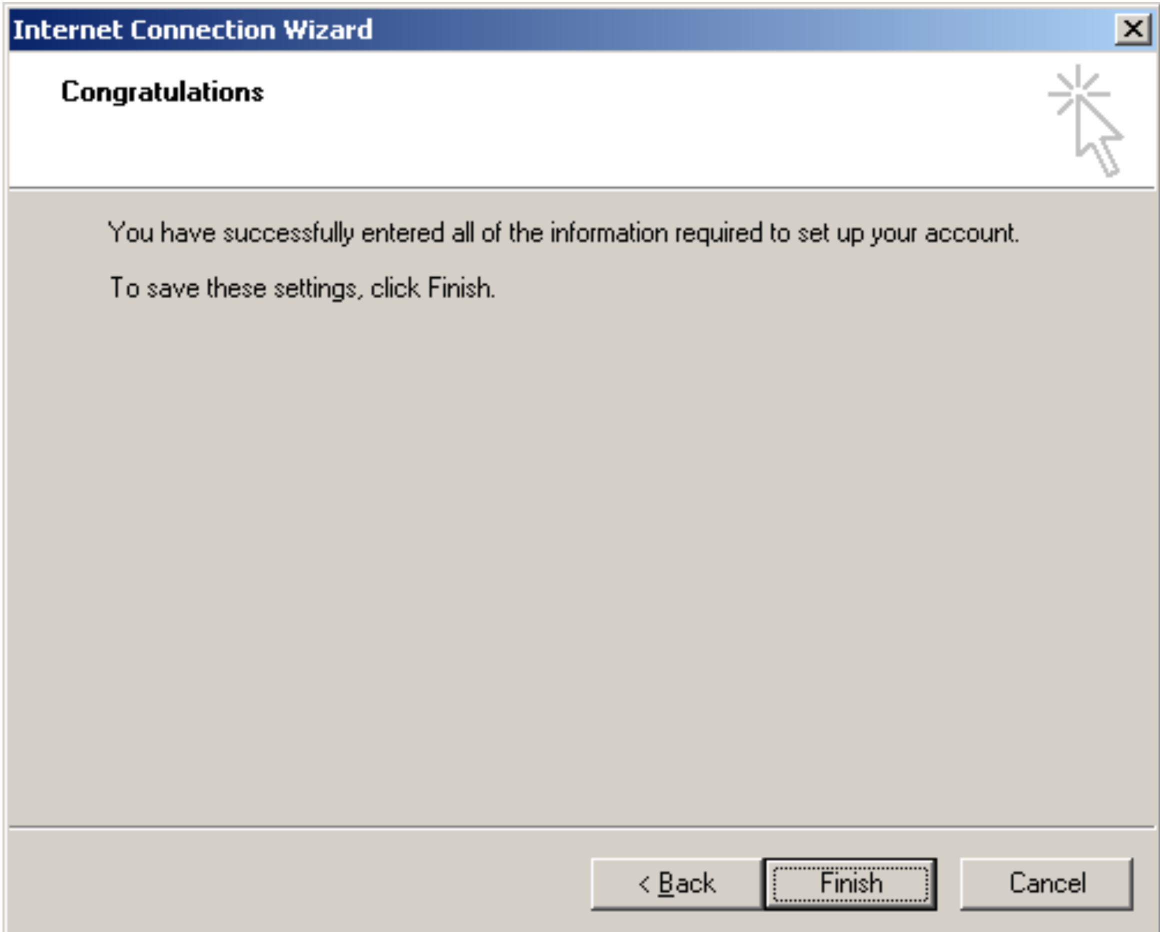


7. On the page that appears:
   – make sure to enter **full** email address in the *Account Name* field;
   – enter mailbox password in the *Password* field;
   – check the *Remember Password* box to avoid entering it every time you check or send email;

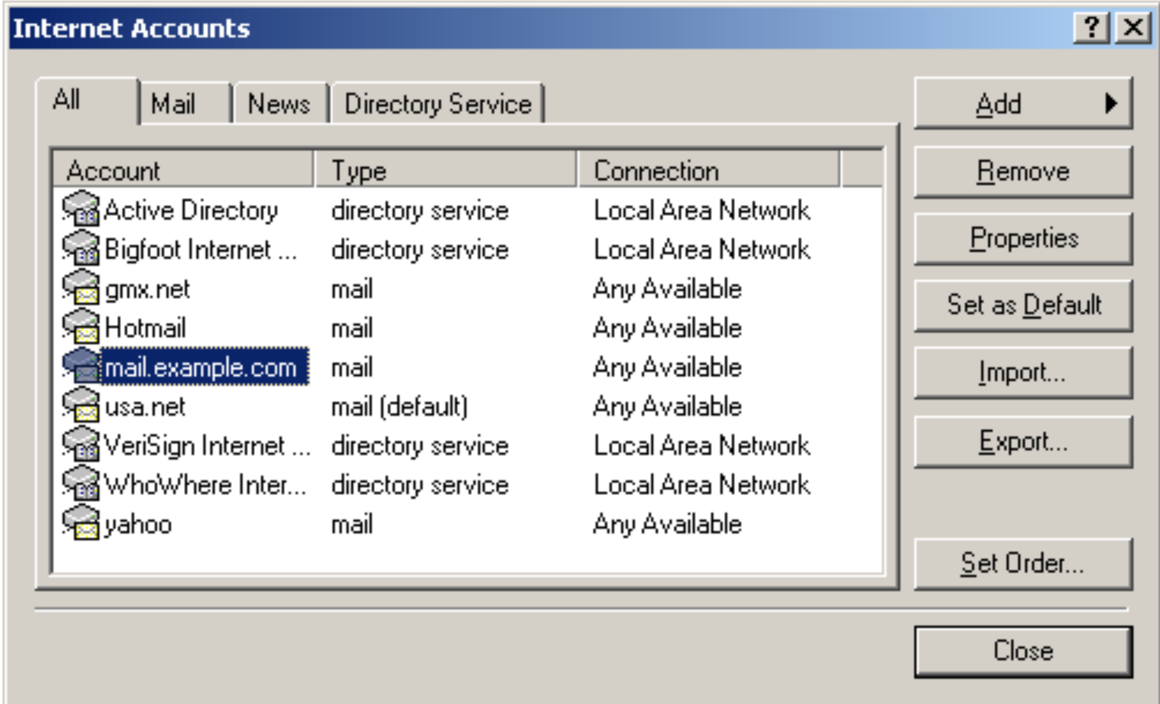
   – click *Next* to proceed.



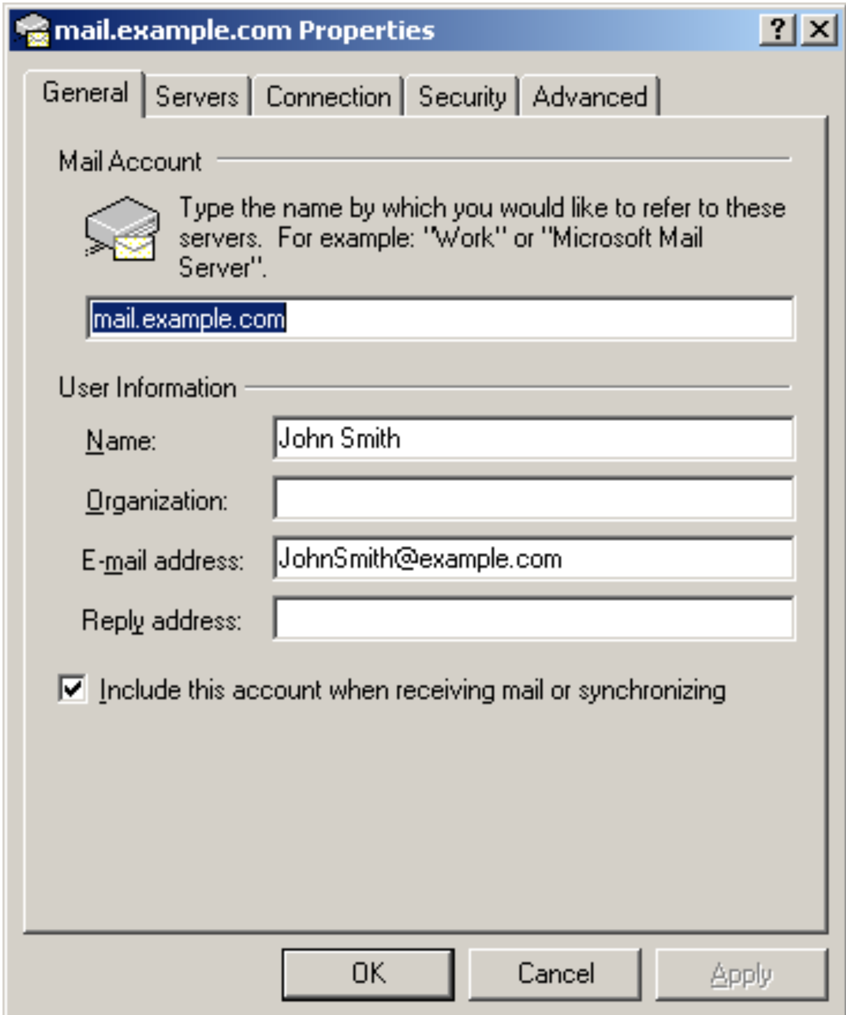
8. On the page that shows, click *Finish* to save settings and get back to the list of email accounts



9. Now that email account is created, select *Accounts* from the *Tools* drop–down menu in the menu bar.
10. On the *Internet Accounts* window, select the newly created mail account and click *Properties* to edit the settings for your email account.



11. On the *Properties* page that appears, choose the *General* tab and check the settings of your email account.



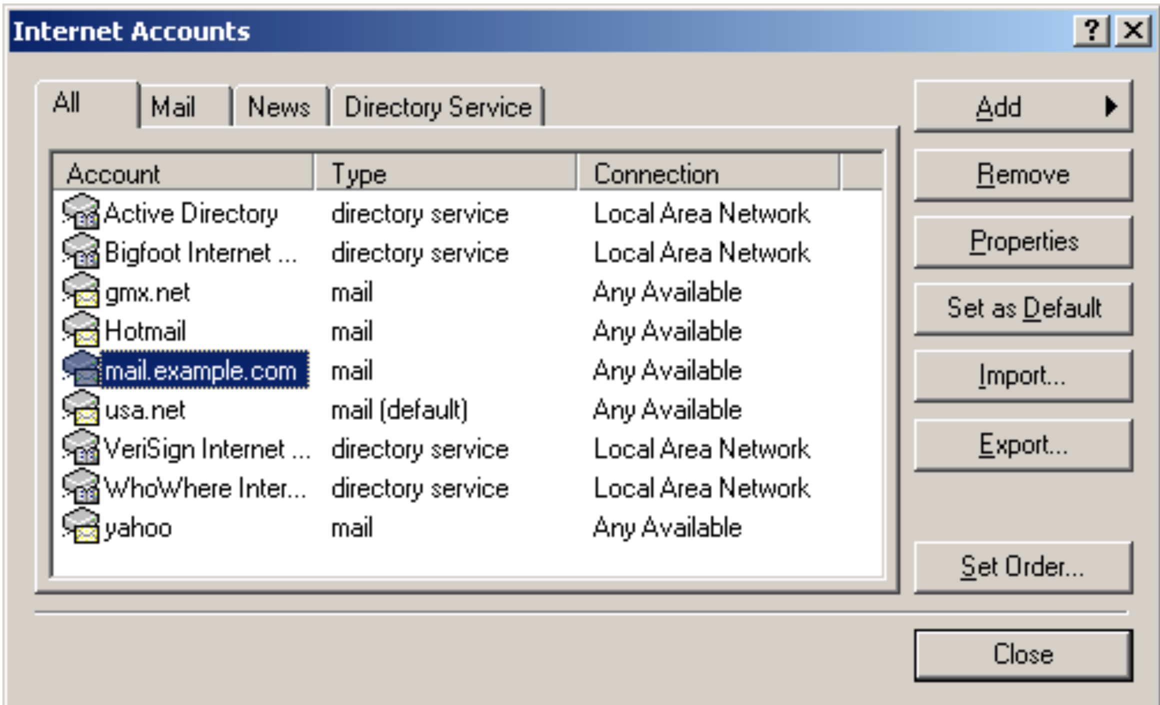
Here you can:
– set the name that will show in your letters
– set reply email (should be the same as email)

12. Click *Apply* and *OK* to save settings.

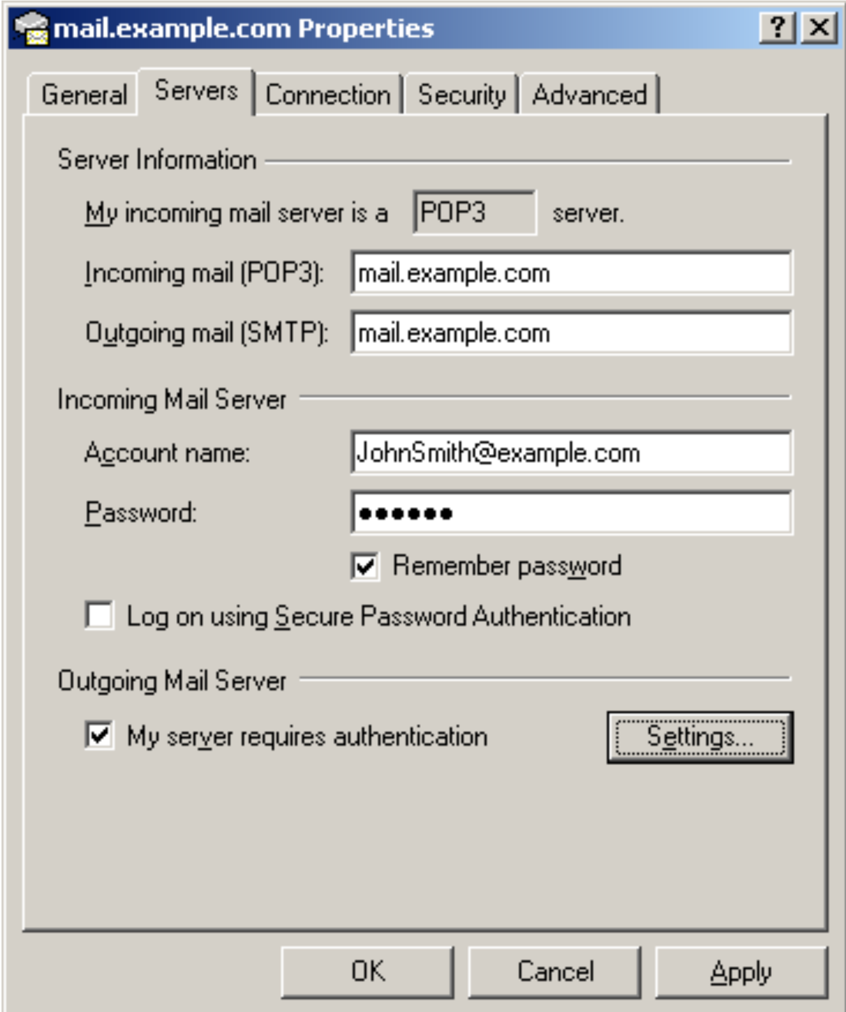
Configuring Outlook Express with SMTP Auth Relay

You can set *SMTP Auth* relay right after your email account is created (steps 1– 8) as it is described above. To set *SMTP Auth*, do the following:

1. Select *Accounts* from the *Tools* drop–down menu in the menu bar.
2. On the *Internet Accounts* window, select the newly created mail account and click *Properties* to edit the email settings.

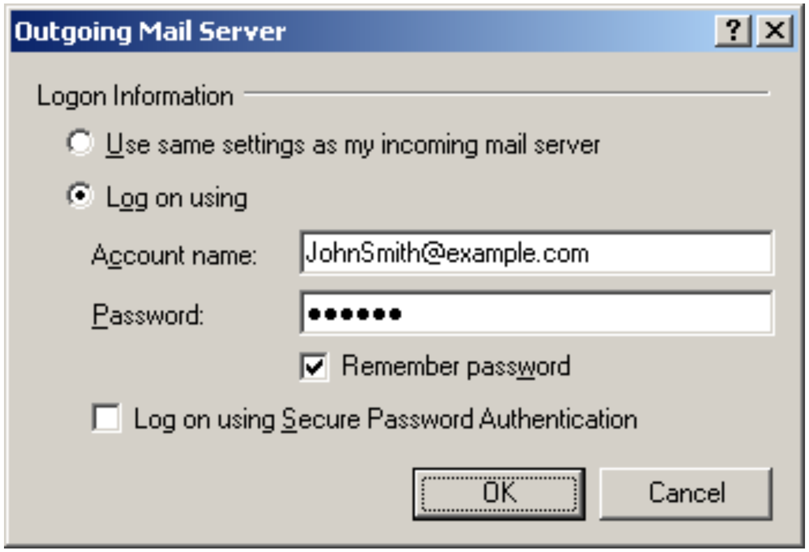


3. On the *Properties* page that appears, choose the *Servers* tab.
4. Check *My server requires authentication* box and click *Settings* on the right.



5. On the *Outgoing Mail Server* window that shows you can:
   – use the same settings as incoming server;
   – enter account name and input another password for outgoing email.

   Note: make sure to check *Remember password* if you don't want to enter password each time you send out email.



6. Click OK.
7. Back on the *Properties* page, click *Apply* and OK to save settings and then close all dialog boxes.

Now that Outlook Express is configured, you can send and receive emails.

Related Docs: Array

Configuring Netscape Mail

Related Docs: Array

To configure your Netscape Mail or any other e−mail client, you need to know your POP3 and SMTP servers. To find them out:

- Log into H−Sphere control panel;
- Select *Mail Info* in the *Mail Info* menu.

Your provider's mail server may use different SMTP relays for sending mail − **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Outlook Express to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

− Configuring Netscape Mail (POP before SMTP relay).
− Configuring with SMTP Auth relay.

Configuring Netscape Email

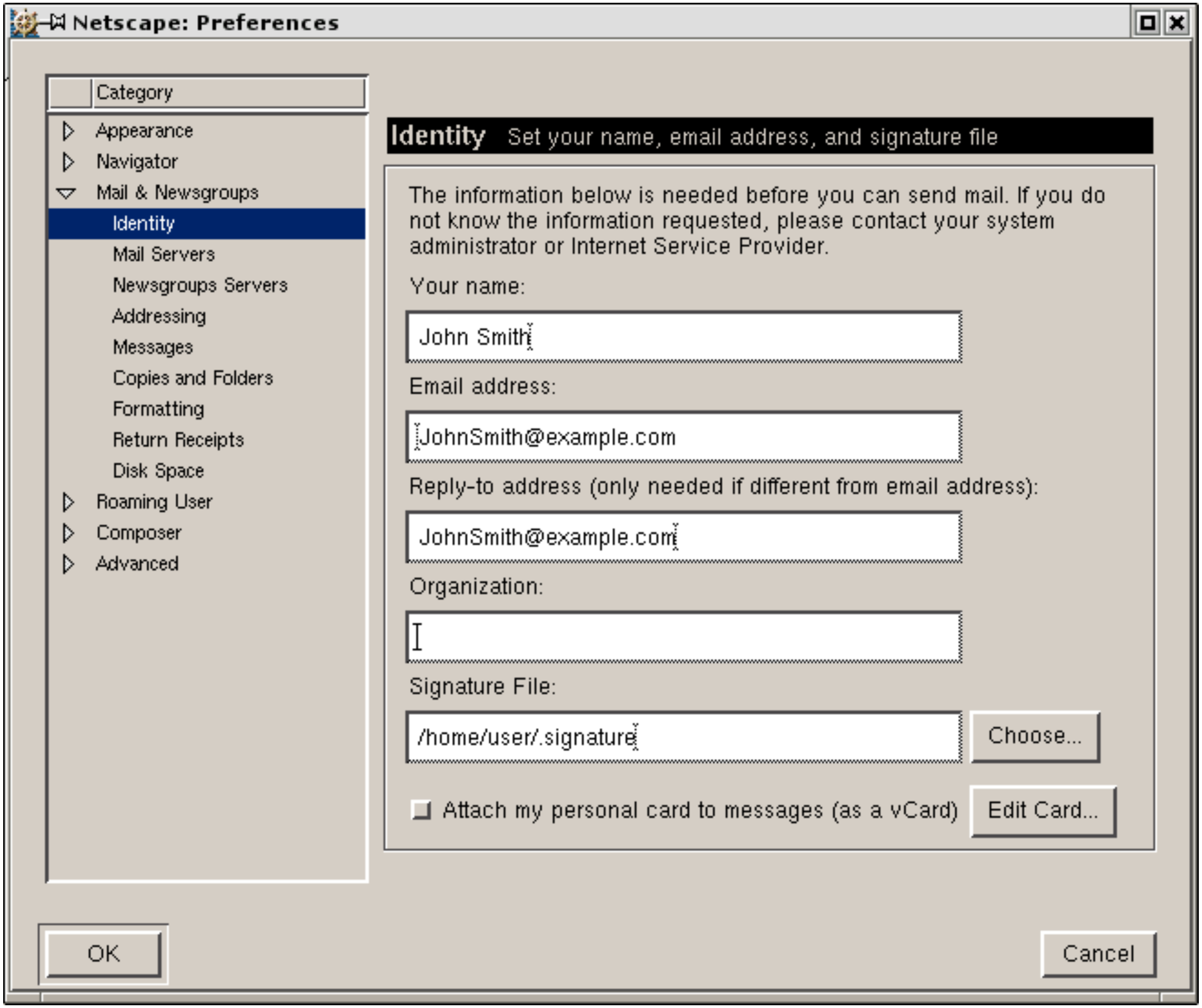
To configure this email client with the *POP before SMTP* relay:

1. Open Netscape Mail.

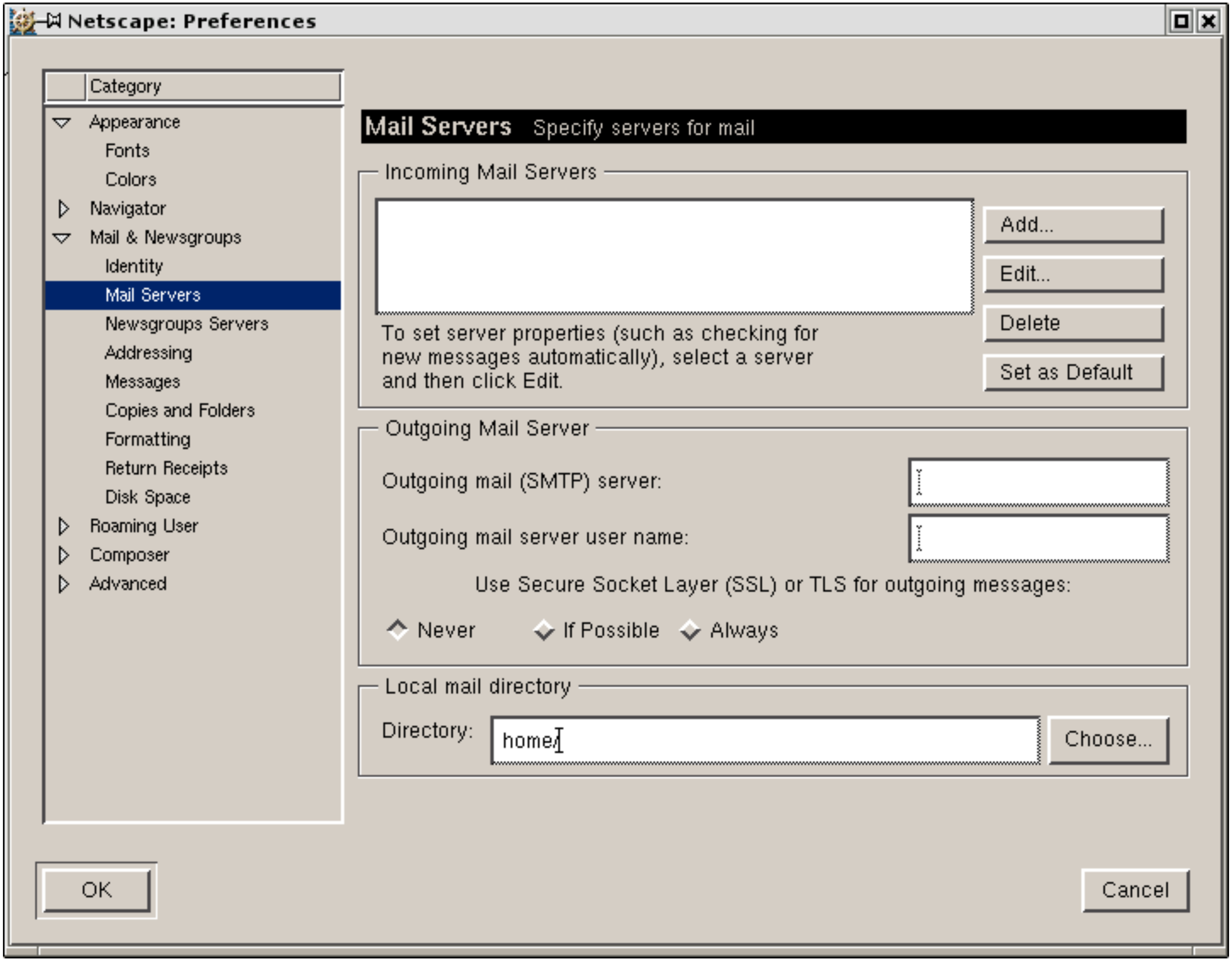
   Note: Netscape users may experience problems with collecting their mail. In this case, mail server login name must be written with the % character instead of the @ sign, e.g. *username%example.com*. Netscape only supports a clear−text SMTP AUTH protocol so SSL use is required.

2. In the top menu bar, select *Preferences* from the *Edit* drop−down menu.

3. Click *Mail and Newsgroups* in the left menu and select *Identity*. On the page that appears:
   - ♦ enter your name as the following example shows;
   - ♦ enter the email address of the account you're setting up;
   - ♦ enter the reply email address (usually the same as email address).

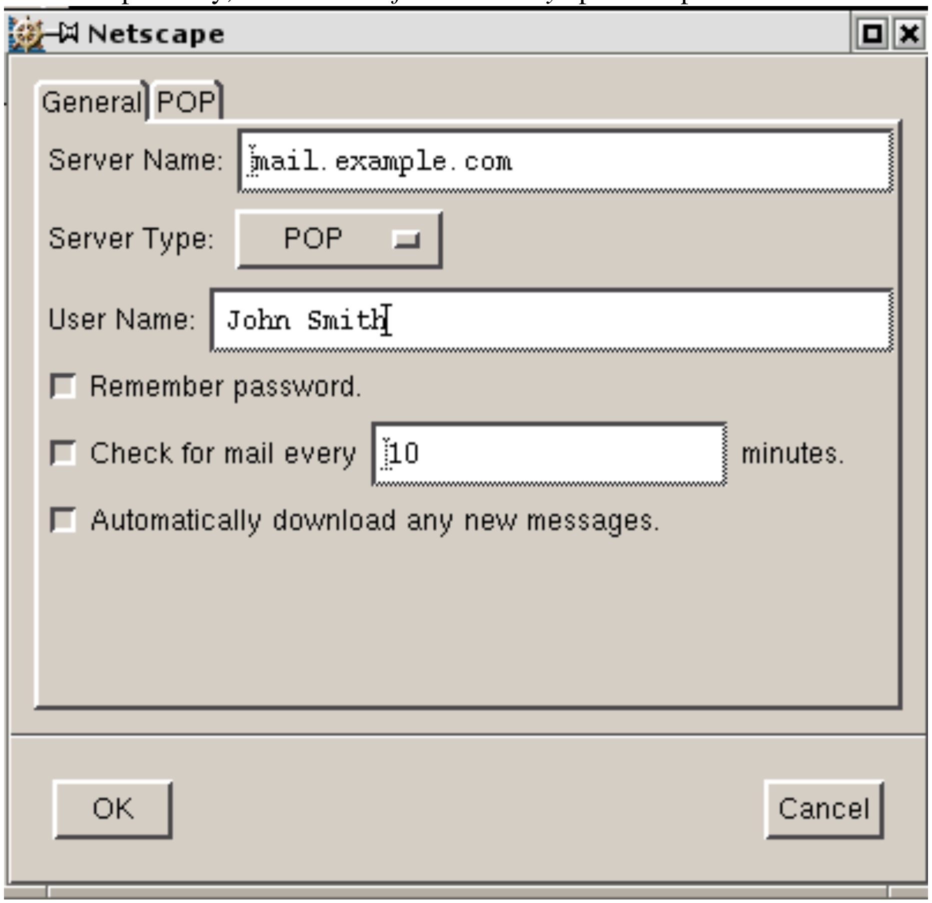


4. Select *Mail Servers* in the left menu and click *Add* against the *Incoming Mail Servers* field.

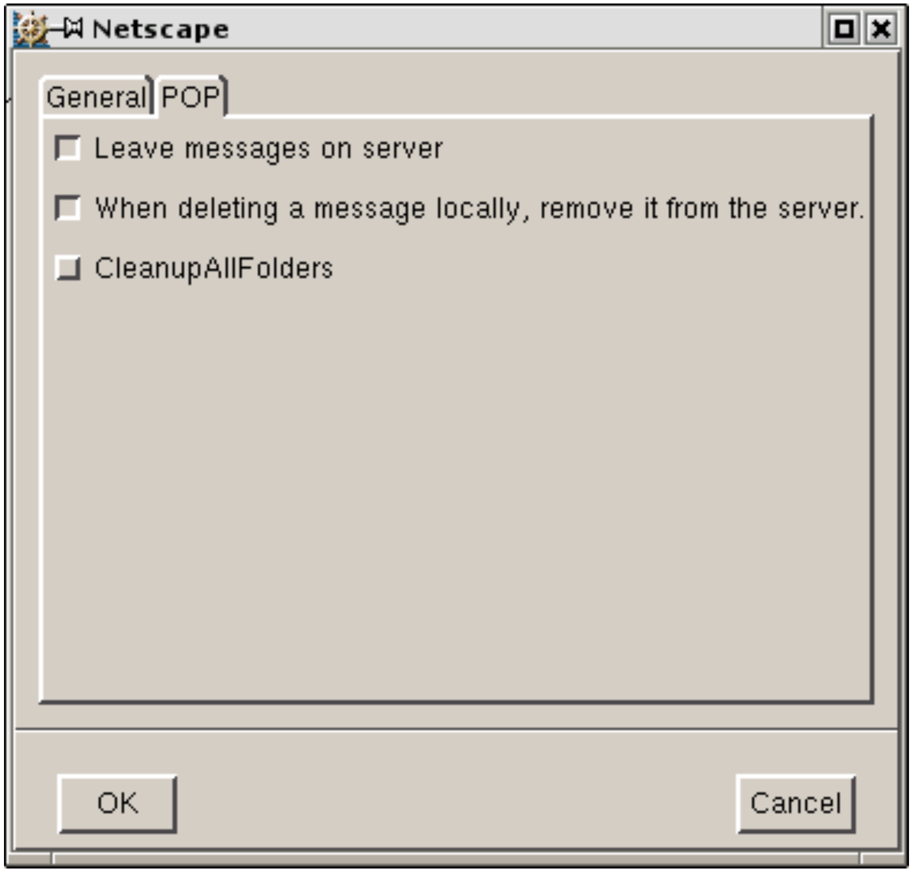


5. On the dialog window that shows, choose the *General* tab and fill the form:

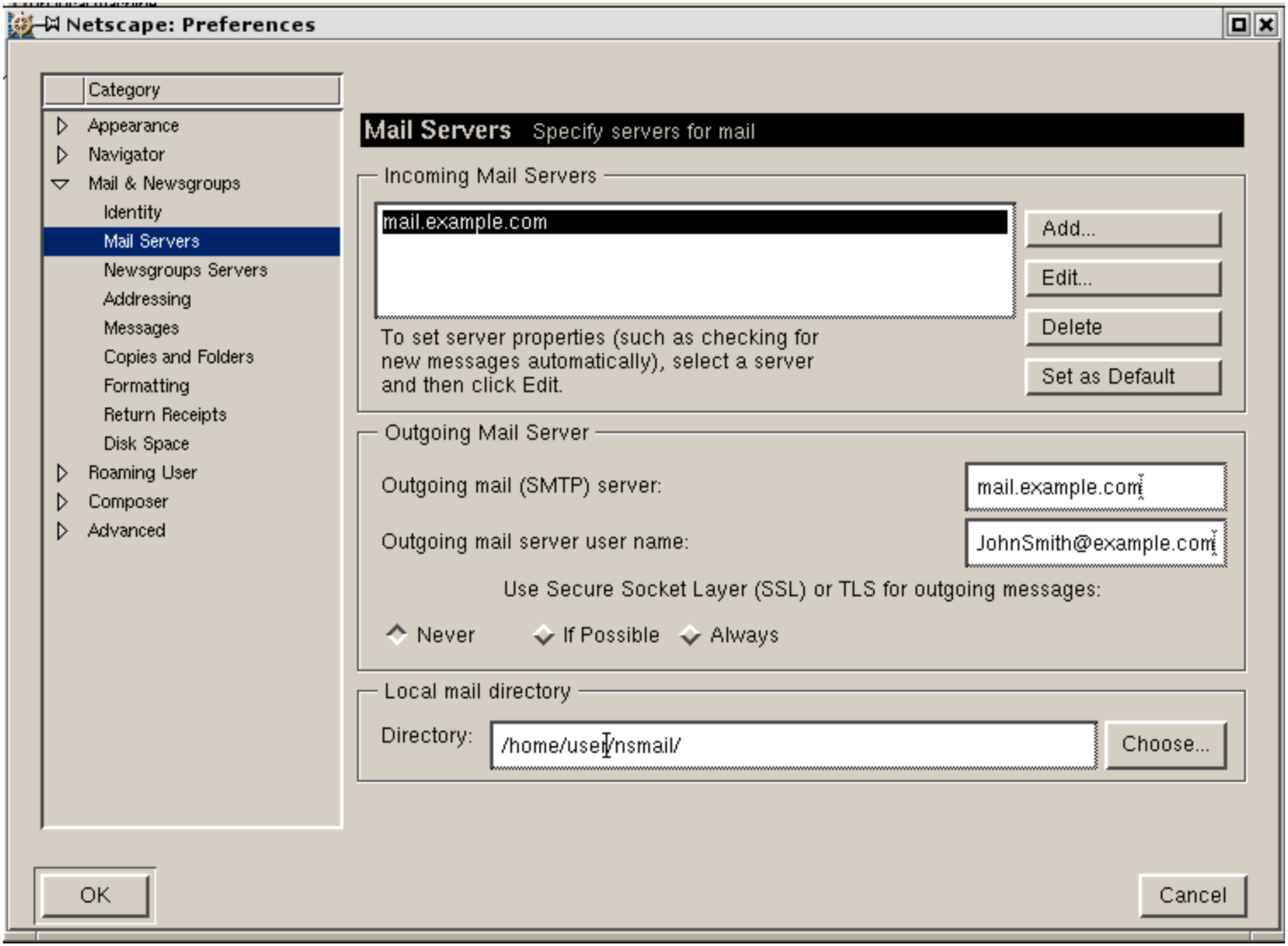
♦ Enter the *Server name*;
♦ Choose *POP* as *Server type*
♦ Enter *User name*
♦ Select *Remember password* if you want to login to your mail account without having to type a password every time.
♦ Optionally, select *Check for mail every* specified period of time.



6. Select the *POP* tab to choose different Incoming Mail options.



7. Click *OK* to save settings.
8. Back on the *Mail Servers* page, enter the *Outgoing Mail Server* info:
   - ♦ Enter *Outgoing Mail Server* name;
   - ♦ Enter *User name* (make sure to type full email address in this field).

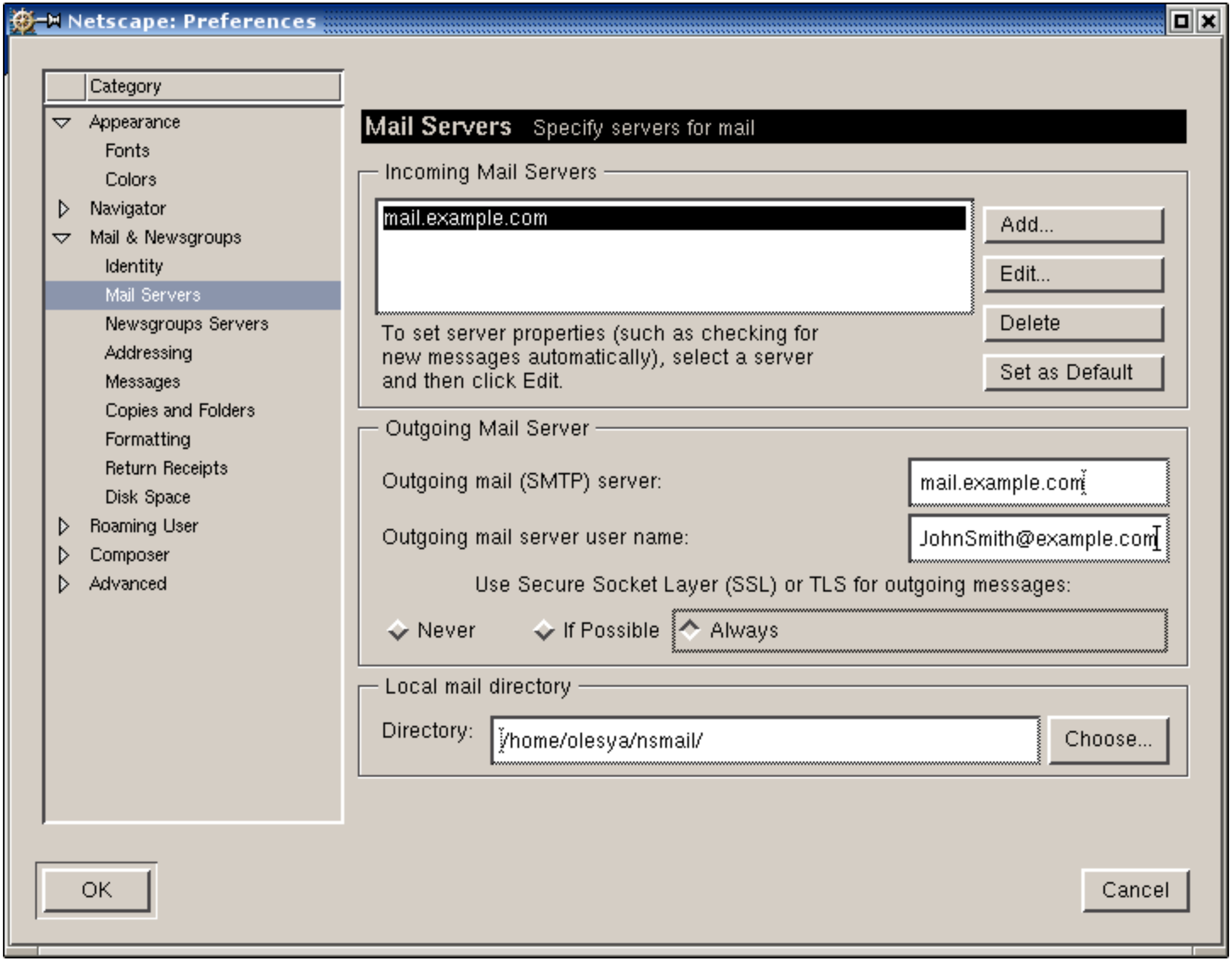


9. Click OK to save settings.

Now your netscape mail is configured and you are welcome to use it.

Configuring with SMTP Auth relay

1. Repeat steps 1−8 from of the instructions above
2. Under the "Use Secure Socket Layer (SSL) or TLS for outgoing messages", select *Always*.



3. Click OK to save settings.

Now that Netscape Mail is configured, you can send and receive emails.

Related Docs: Array

Configuring Eudora E−mail Client

Related Docs: Array

To configure your Eudora or any other e−mail client, you need to know your POP3 and SMTP servers. To find them out:

- Log into H−Sphere control panel;
- Select *Mail Info* in the *Mail Info* menu.

Your provider's mail server may use different SMTP relays for sending mail − **POP before SMTP** or **SMTP AUTH**. In POP before SMTP, the relay system collects your IP address when you authenticate yourself with the POP server, and then permits SMTP relaying from that IP address for a short period of time. In other words, if your server uses POP before SMTP, you need to check your mail first, only then you can send your messages. If your mail servers uses *SMTP AUTH*, you must configure your Eudora to send a login and password not only when you receive mail, but also when you send it. Ask your provider which relay the server uses.

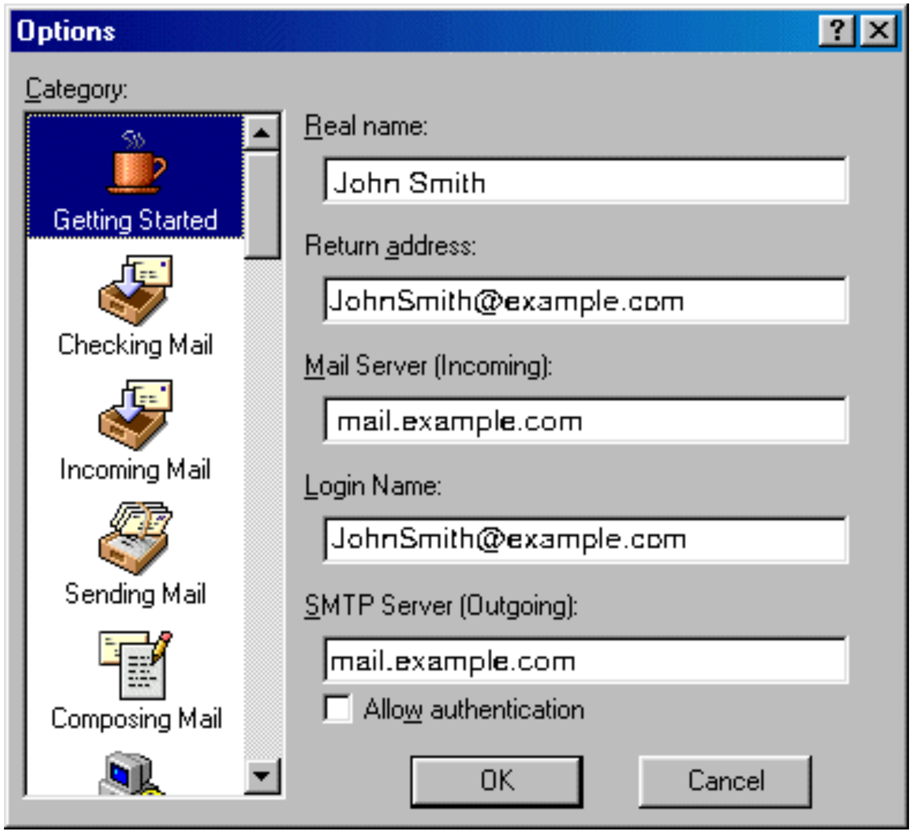
− Configuring Eudora with POP before SMTP relay.
− Configuring with SMTP Auth relay.

Configuring Eudora

To configure this email client with the *POP before SMTP* relay:

1. Open Eudora.
2. In the menu bar, go to the *Tools* drop−down menu and select *Options*.

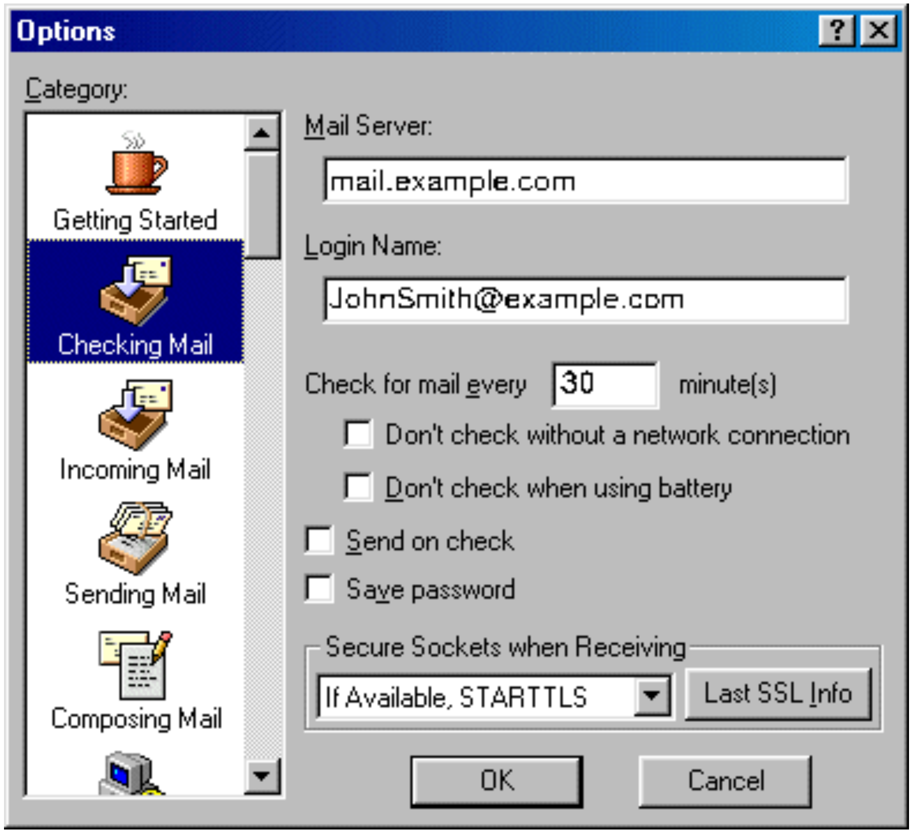
3. On the page that shows, select *Getting Started* on the left and fill in the following form:



- ♦ *Real name* – enter the name you would like others to see when they receive your e–mail;
- ♦ *Return address* – your full e–mail address;
- ♦ *Mail Server* – your incoming mail server;
- ♦ *Login Name* – your e–mail address;
- ♦ *SMTP Server* – your outgoing mail server.

Click *OK*. Once you have filled these fields, Eudora will populate other settings based on your input.

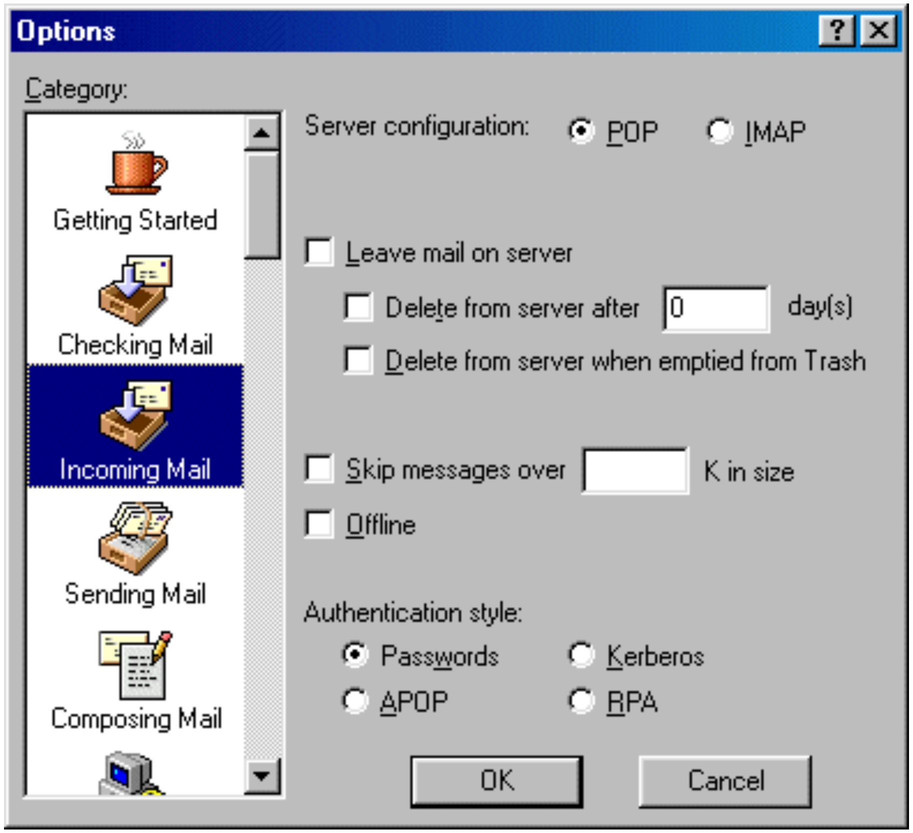
4. Select *Checking Mail* on the left and fill out the form that shows:



- *Mail Server (POP)* and *Login Name* should be populated from your input on the *Getting Started* screen.
- *Check for mail every "X" minutes* – determine how often Eudora will check for new mail messages when you are connected.
- *Send on check* – allows you to send any outgoing mail messages at the time that you check for incoming mail.
- *Save password* – check this option so you will not have to enter it each time you check your mail.

Click *OK* to save settings.

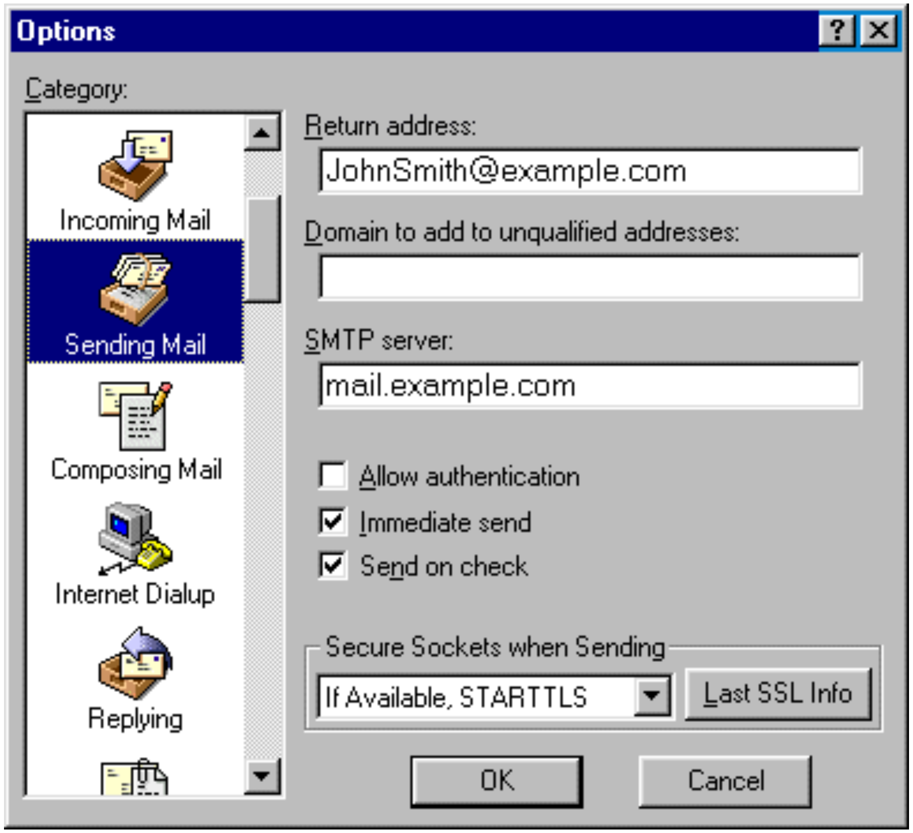
5. Select *Incoming Mail* on the left and check the necessary options:



- ♦ *Server Configuration* – must be set to POP;
- ♦ *Leave mail on server* – allows your e–mail to be stored on a server;
  Otherwise, mail can be deleted after storing for a certain amount of days or upon emptying from Eudora's Trash bin;
- ♦ *Skip messages* – allows you to not download messages that are of a large size;
- ♦ *Offline* should not be checked;
- ♦ *Authentication style* should be set to *Passwords*.

Click *OK*.

6. Select *Sending Mail* on the left.



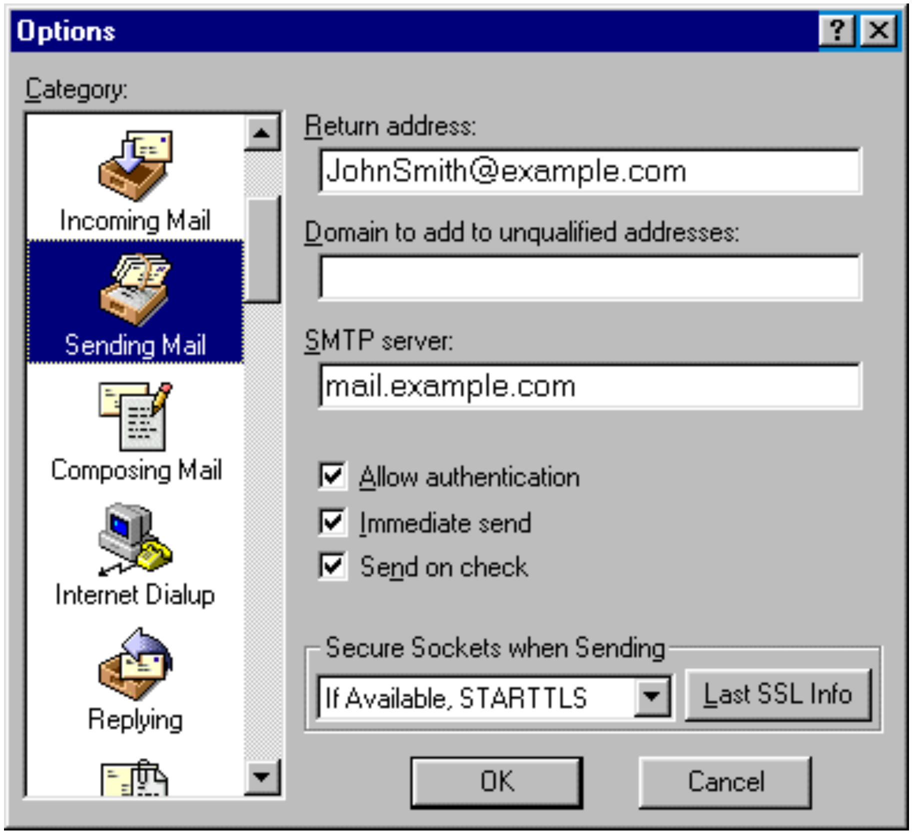
- *Return address* and *SMTP server* should already be completed from previous fields on the *Getting Started* tab;
- *Domain* field can be left blank;
- *Allow authentication* should not be checked for POP SMTP relay;
- *Immediate send* allows Eudora to send messages immediately after being written, as opposed to storing them in the Outbox for you to send at a later time;
- Check *Send on check* to send any outgoing mail messages at the time that you check for incoming mail;
- Leave *Secure Sockets* as the default setting;

Click *OK* to save settings.

Configuring Eudora with SMTP Auth Relay

To set *SMTP Auth*, do the following:

1. Repeat steps 1−6 as described above.
2. In addition to settings on step 6, check the *Allow authentication* box.



3. Click OK.

Now that Eudora Mail is configured, you can send and receive emails.

Related Docs: Array

Forwards

Related Docs: Array

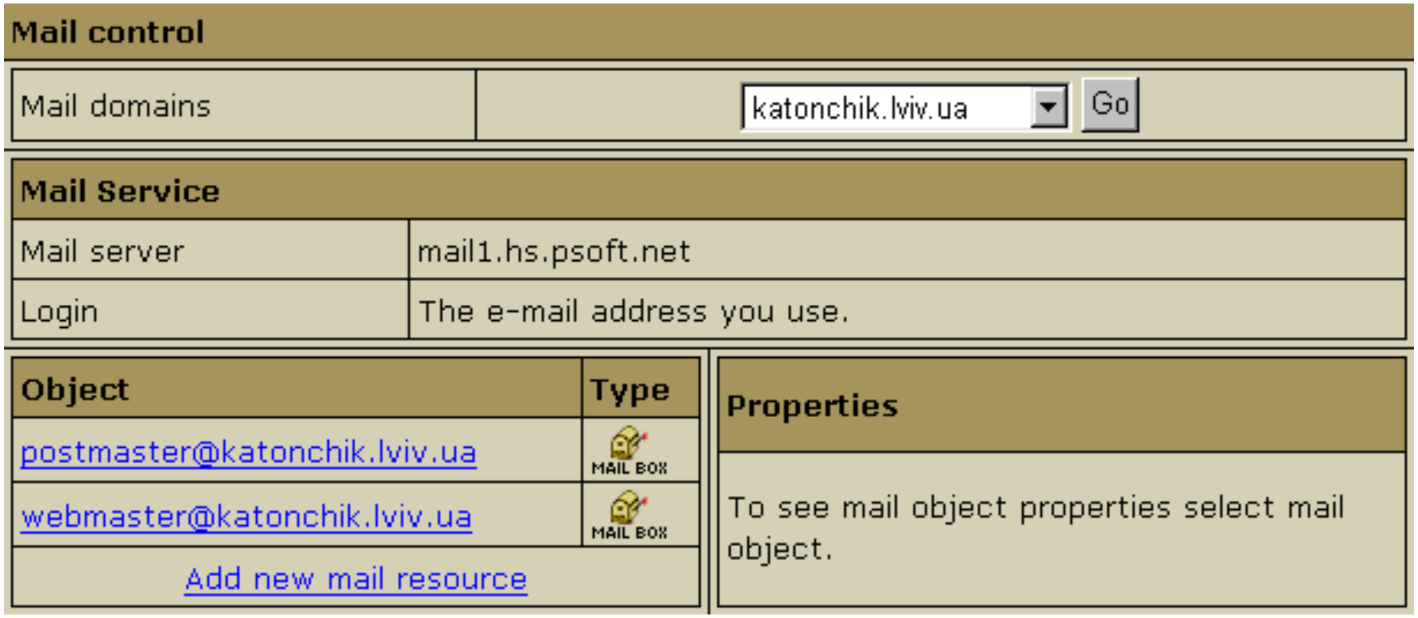
You can have any or all your email forwarded to an outside email account or to a different email address within your domain. Here you can learn how to:

- Create a forward
- Configure a forward
- Forwarding to multiple addresses

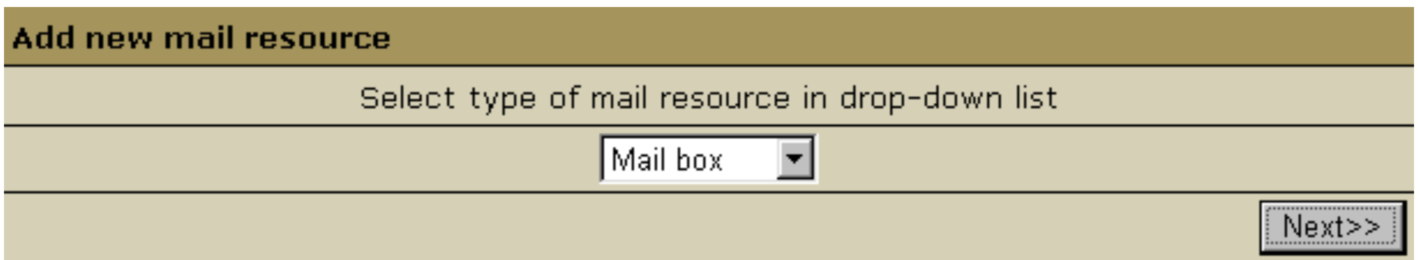
Creating a Forward

To create a forward, do the following:

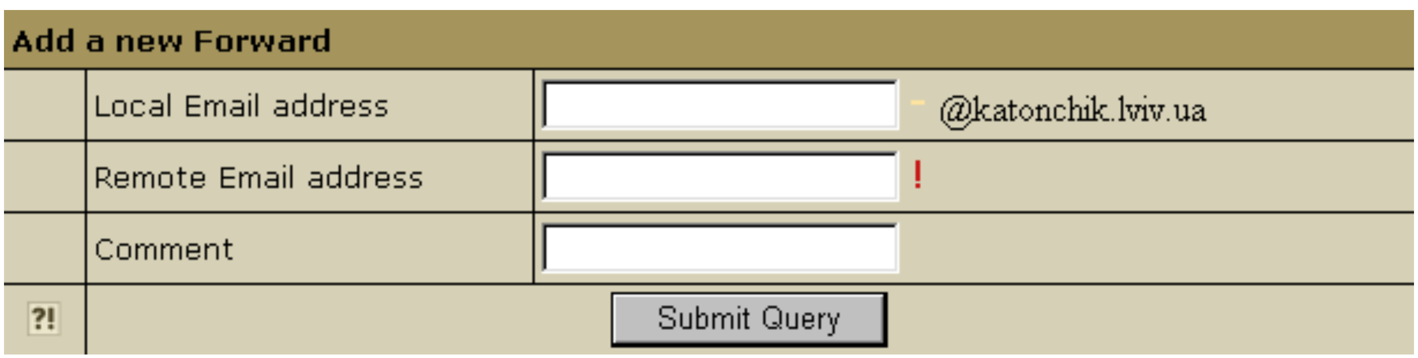
1. Select *Mail Info* in the *Mail Info* menu.
2. At the bottom of the page that appears, click *Add new mail resource*:



3. Choose *Mail forward* from the drop–down list and click *Next*:



4. Agree with the charges, if any.
5. On the page that appears, create the forwarding rule:



- ♦ **Local e–mail address:** the address your mail will be forwarded from.
- ♦ **Remote e–mail address:** the address your mail will be forwarded to. In case it is your local address, you must write it in full.

Note: In version 2.3 and higher, if you want your mailbox to work as forward and mail autoresponder at the same time, you can give forward, mailbox and autoresponder the same name within one mail domain. In this case, your mailbox will forward all incoming email to another address and send responses to senders.

Configuring a Forward

To configure a forward, do the following:

1. Click the forward. This will open its properties on the right:

Mail forward properties	
Local	samira
Remote	support@katonchik.lviv.ua
Description	No description
Delete	
Trouble ticket	?!

2. Configure forward properties:
    - ♦ **Local:** the local address your mail is forwarded from.
    - ♦ **Remote:** any local or external address your mail is forwarded to.
    - ♦ **Catch All:** if it's on, any email sent to a nonexistent account on your domain will be forwarded to the remote address(es). *Example*: you have a forward from president@example.com pointing to webmaster@example.com. If you mark this

forward as *catch all*, incoming mail will be forwarded to webmaster@example.com. If someone sends an email to support@example.com, which doesn't exist, this particular message will still arrive at webmaster@example.com. If this forward wasn't marked as *catch all*, this message would bounce back to the sender with an error notification.

- **Delete**: click the wastebasket icon to delete the forwarding rule.
- **Trouble Ticket:** send your technical administrator a Trouble Ticket to get assistance with the forwarding rule.

Note: You can have a mailbox named, say, *mailbox1@domain.com* and then create a forward with exactly the same name, i.e. *mailbox1@domain.com*. However, in H−Sphere no mail sent to *mailbox1@domain.com* is stored in it. A forward works only as a foward.

Forwarding to Multiple Addresses

To add one more destination address to a forward, do the following:

1. Click the forward. This will open its properties on the right.
2. Click the *Edit* icon in the *Remote* field.
3. Enter a new destination address.

Related Docs: Array

Mailing Lists

Related Docs: Array

Mailing list allows you to send mail to multiple users. The Mailing Lists feature is implemented through **EZMLM/IDX MAILING LIST MANAGER** (www.ezmlm.org). A comprehensive FAQ for ezmlm can be found at http://gd.tuwien.ac.at/infosys/mail/qmail/ezfaq/.

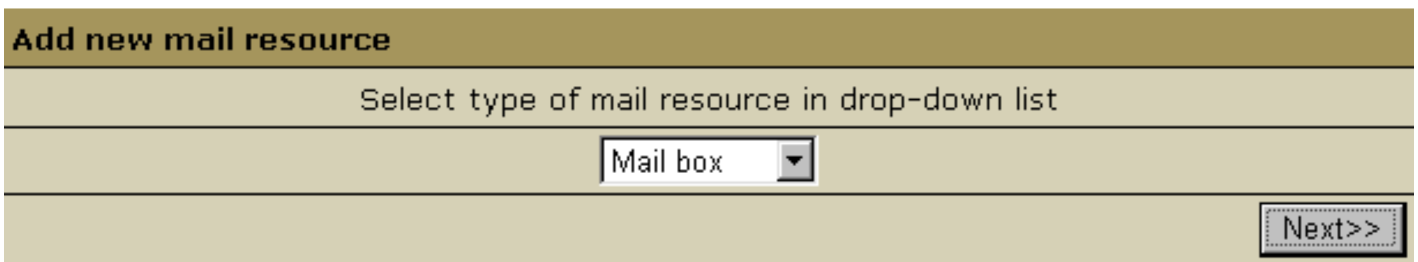
Here you will learn how to:

- Create a new mailing list
- Configure your mailing list
- Add subscribers to mailing lists
- Add moderators to mailing lists
- Add message trailer to mailing lists

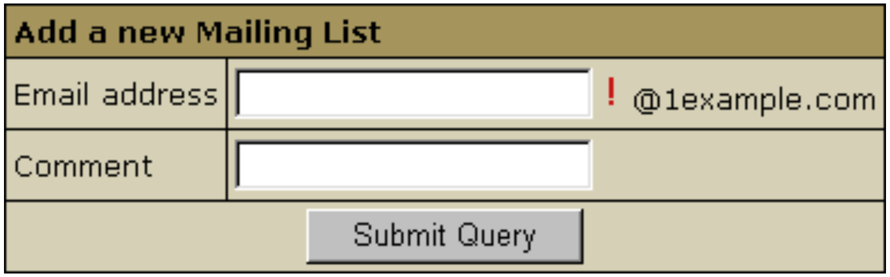
Adding and Creating Mailing Lists

To create a mailing list, do the following:

1. Select *Mail Info* in the *Mail Info* menu.
2. Click *Add New Mail Resource* at the bottom of the page. A new form appears:



3. Choose *Mailing List* from the drop−down box above.
4. Agree to additional charges if any.
5. Create the mailing list using the form that appears:



- Enter *E–mail address:* This is the e–mail address from which mail will be forwarded to subscribers.
  Important: you can only enter a new e–mail address. If you need to use an existing address, first delete the resource that uses it.
- *Comment:* add a comment that will help you identify this address among other mail resources, if needed.

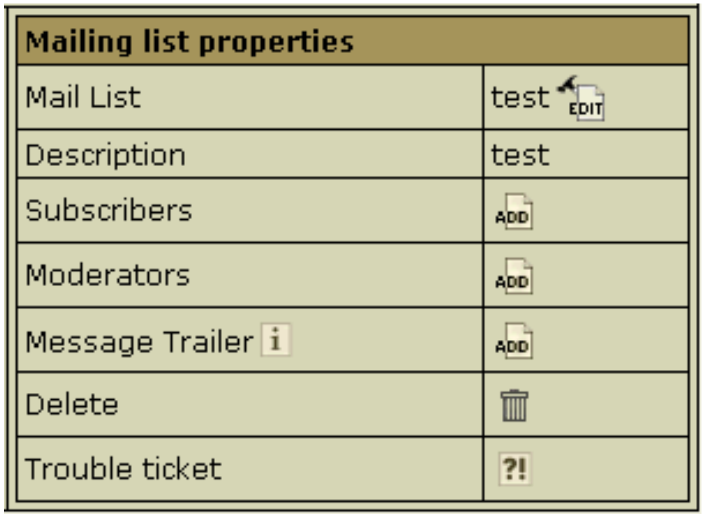
Note: to remove a mailing list, click the *Delete* icon in the *Mailing List Properties* section .

See below how to configure the mailing list according to your needs.

Configuring a Mailing List

To configure a mailing list, do the following:

1. Click the name of the mailing list. Its properties will show on the right.



2. Click the *Edit* icon next to the Mailing List name.
3. On the page that appears, choose the preferred settings. See below for details.
4. Click the *Submit* button to save changes.

For profound information on how to configure your mail list please read documentation at www.ezmlm.org)

Now let's take a closer look at some of the options.

Enter the e–mail address that enables mail list subscribers to report their problems or error messages sending requests to *your_mailinglist*–**owner**@*domain.com*. Since **EZMLM** can take care of virtually all requests without human intervention, the list owner may read mail only infrequently.

By default, all messages sent to a list are kept archived. This way, subscribers can later retrieve messages from the archive. For instance, subscribers haven't been following the list for a while, or they just want to see the discussion of a specific question.

E.g.: retrieve one message at a time with the **–get** command: *your_mailinglist*–***get.123***@*domain.com* (get message 123)
Read more on commands to access the ezmlm message archive.

* The archive is also used to create digests.

Check *Not Archived* to disable archiving the messages sent to the list.

○	Block archive. Only moderators are allowed to access the archive.	◉	Archive access is open to anyone or subscribers only, depending on the Guard setting.

You can prohibit the overall access to the archive and authorize only moderators to get at it.

○	Guard archive. Archive access requests from unrecognised SENDERs will be rejected.	◉	Do not guard archive. Archive access request from any SENDERs will be serviced.

Here you can restrict the access to the mailing list archive by allowing only subscribers retrieve the archive. Non−subscribers' requests will be rejected.

○	Digest	◉	No digest. Do not set up the digest list.

Check the *Digest* box to set up the mailing list with a digest function. The digest is a special kind of mailing list extension. Instead of sending separate messages, it sends out a collection of messages ordered by digest subscribers collections of messages. Digest is sent out when a predetermined time or traffic limit has been reached. Receiving digest is very convenient for users who want to follow a list, but not to participate in the discussion. Digests contain each message as it was sent out by the list. No editorials, no missing messages. If the list owner has chosen to restrict posts and archive access to subscribers, digest subscribers are automatically given the same privilege.

From the subscriber point of view, the digest list for the mailing list *your_mailinglist@domain.com* is called *your_mailinglist−**digest**@domain.com*. You use the same commands to work with digest as you do when you work with the main list. The only difference is that you use your commands with '**digest**' indication.

○	Prefix. Set up the list so that the outgoing subject will be prefixed with the list name.	◉	No prefix.

Check "*No prefix*" to prohibit adding prefix to the subject line of each message that does not already contain it. If you want the subject line of each message that does not contain it, to include the prefix, place the text in the file *DIR/prefix*

○	Subscriptions do not require confirmation.	◉	Subscription requires confirmation by reply to a message sent to the subscription address.

Usually an applicant for subscription (*your_mailinglist−subscribe@domain.com*) is sent a confirmation request. To confirm it, one should just reply to the message. When it is done, recipient's address is added to the database and he becomes a subscriber.
This verification mechanism tests if the person at the subscription address really wants to be a subscriber. You can always include or exclude confirmation from the subscription procedure.

Subscription moderation	Subscriptions are not moderation

Mailing lists may use subscription moderation. Subscription to these lists is identical to the process described above, except that after confirmation the request is passed on to the list moderator(s). One becomes a subscriber only after his request has been approved by a moderator, i.e. he replies to the ``Reply−To:'' address.

Message moderation.	Message posting is not moderated.

In special cases, the list owner may set up the list to be message moderated. On a message moderated list, messages, instead of going directly to the list (to send messages to the list, one must know its name. If the list is called *mailinglist@domain.com*, just send a message to *mailinglist@domain.com*), are sent to one or more moderators. They can accept or reject, but not modify the message. If the message is accepted, it is sent to the list unmodified. If it is rejected, it is e−mailed back to the sender, optionally with an explanation from the moderator. On moderated lists it may take a little longer for the message to reach all the subscribers, since it has to be read and approved by at least one moderator before being sent out to the subscribers.

New text file. ezmlm-make sets up the list to allow remote administrators to edit files in dir/text/.	Not new text file. Text file editing not allowed.

Here, you can allow remote administrators to edit the text files that make up most of the ezmlm responses. Replies are sent only if the target address is a remote administrator. With this switch, ezmlm replies to the −edit command with a list of the files in *dir/text/*. Only files where editing seems reasonable are included in the list. The remote administrator can edit any file in *dir/text/* by sending e−mail containing the new text to −edit.file where ``file'' is the name of the file replaced (edited). In reply to this command, ezmlm sends a message with the file and editing instructions. A ``cookie'' based on the date, file name, and contents of the file is added to the ``Reply−To:'' address. The cookie becomes invalid as soon as the file has been changed, or after 27 hours, whichever is shorter. Also, the cookie cannot be used to edit any other file, even if the other file has exactly the same contents.

Posts from addresses other than moderators are rejected. This is applicable to message moderated lists only.	Others not rejected. For moderated lists, all posts are forwarded to the moderators. The switch has effects only on message moderated lists.

Here you can disable posting by subscribers to the mailing list, so they will only receive messages posted by moderators. This is usually chosen to send announcement or notifications where the interaction between recipients is not intended.

Enables remote administration	No remote administration

A remote administrator is an address with the rights to do certain administrative tasks remotely by E−mail. Depending on how the list is configured, remote administrators may have the right/ability to list subscribers, search for subscriber addresses by name, add and remove subscriber addresses and/or edit the texts that are sent in reply to list commands.

	List subscribers. Remote administrators can request a subscriber list, and search the subscriber log.		The subscriber list cannot be obtained.

Mailing list users are not allowed to list the addresses of all subscribers. Still, you can allow remote administrator to get it. The subscription log stores entries for each modification made to the subscriber database. Remote administrators can list this log or search it for specific entries. For example, listing this file allows the remote administrator to see recent additions and removals.

	User posts only		Do not restrict posts based on SENDER address

You can set up your mailing list to allow posts from subscribers only. In this case posts received from non−subscribers will be rejected and sent back.

	Respond to adminstrative requests and allow archive retrieval.		Allow only digest creation, remote adminstration, and archive retrieval by remote administrators, (if the list is

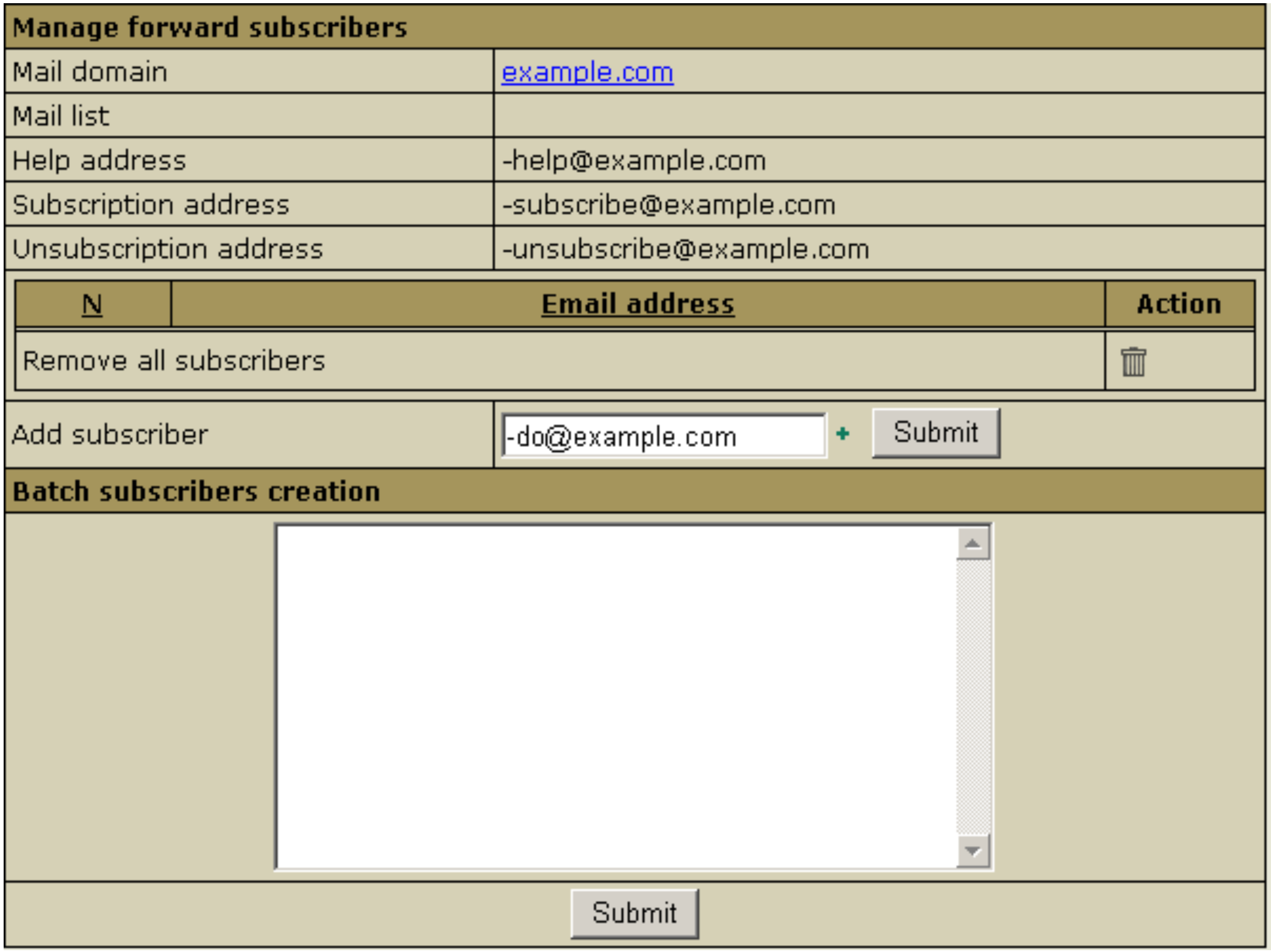
If you enable this function, users will be required to request to the remote administrator in order to retrieve mail list archives. Otherwise, archive will be accessible only to the remote administrator.

Adding Subscribers to your Mail List

Subscribers are the recipients of your newsletters. The total number of subscribers is displayed in the brackets.

To add subscribers to your mail list, do the following:

1. Click the name of the mailing list. Its properties will show on the right.
2. Click the *Add* icon next to the Subscribers name.
3. Enter subscriber's email in the *Add subscriber* field. To add several subscribers at once, enter their e−mail addresses separated with line break in the *Batch subscribers creation* field:



4. Click *Submit*.

Removing subscribers:
– To delete subscribers one by one, click the *Delete* icon next to the subscriber.
– To mass delete all subscribers, click the *Delete* icon in the *Remove all subscribers* field.

To send a message to a mailing list, send the newsletter to the mail list e–mail address using WebMail or any mail client such as Outlook Express.

Adding Moderators to your Mail List

Moderators approve of message posts and requests for subscription. Individual moderator's addresses are kept secret, even from other moderators.

To add moderators to your mail list, do the following:

1. Click the name of the mailing list.
2. Click the *Add* icon next to the Moderator name.
3. Add a new subscriber by submitting your entry.
4. To add several subscribers at once, enter them in a *Batch Subscribers Creation* field.

There can be several moderators, both for messages and subscription:

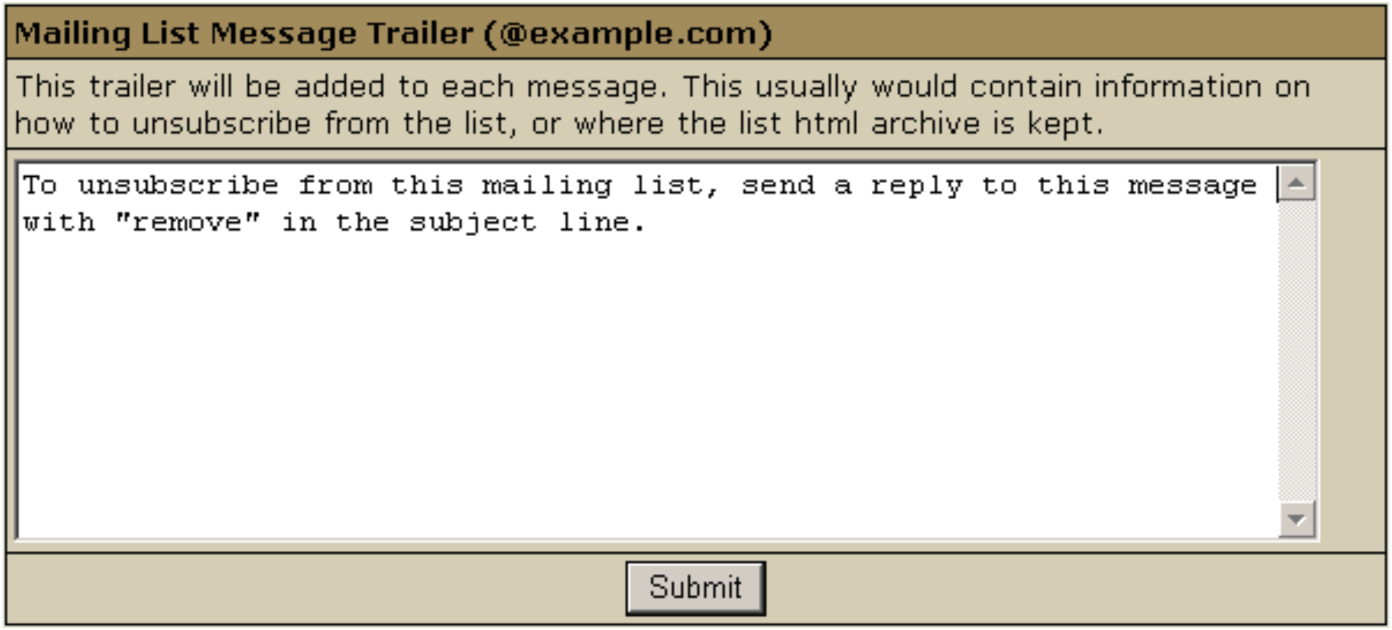
- *Message moderators* allow messages to be sent to the mail list. The message will be passed on to the mailing list subscribers only if a moderator approves it.
- *Subscription moderators* allow people to subscribe to the list. If at least one subscription moderator approves the request, the user address becomes a subscriber.

Important: As a rule of thumb, most lists use the same addresses for both functions. The total number of moderators is displayed in the brackets.

Adding Message Trailer To Mailing Lists
(available in version 2.3 and higher)

Message trailer is an additional text you can add to each message. It usually contains information on how to unsubscribe from the list or some important information for subscribers. There is one trailer for all messages within one mailing list. To add a message trailer:

1. Click the name of the mailing list. Its properties will show on the right.
2. Click the Add icon next to *Message Trailer*. The following page will show:



3. Enter the text that will be added to each of your subscribe messages.
4. Click *Submit*.

To edit a message trailer, click the *Edit* icon next to the *Message Trailer*, edit the text and click *Submit*.

To remove a message trailer, click the *Delete* icon against the *Message Trailer* field.

Related Docs: Array

Mailbox Aliases

Related Docs: Array

Mailbox aliases are alternative addresses for existing mailboxes. There are two kinds of mailbox aliases your control panel supports:

- mailbox *name* aliases
  – mailbox and its alias have different mailbox names with the same mail domain
  e.g. *mailbox2*@domain.com will be an alternative address to *mailbox1*@domain.com
- mailbox *domain* aliases
  – mailbox and its alias have different domain parts (i.e. mail domain and its alias) with the same mailbox names. In this case all mailboxes on *domain.com* will have their corresponding 'counterparts' on domain.com alias – *domain.net*
  e.g. mailbox@*domain.net* will be an alternative mail address to mailbox@*domain.com*

Depending on your plan configuration your control panel may allow one of these types, both or neither.

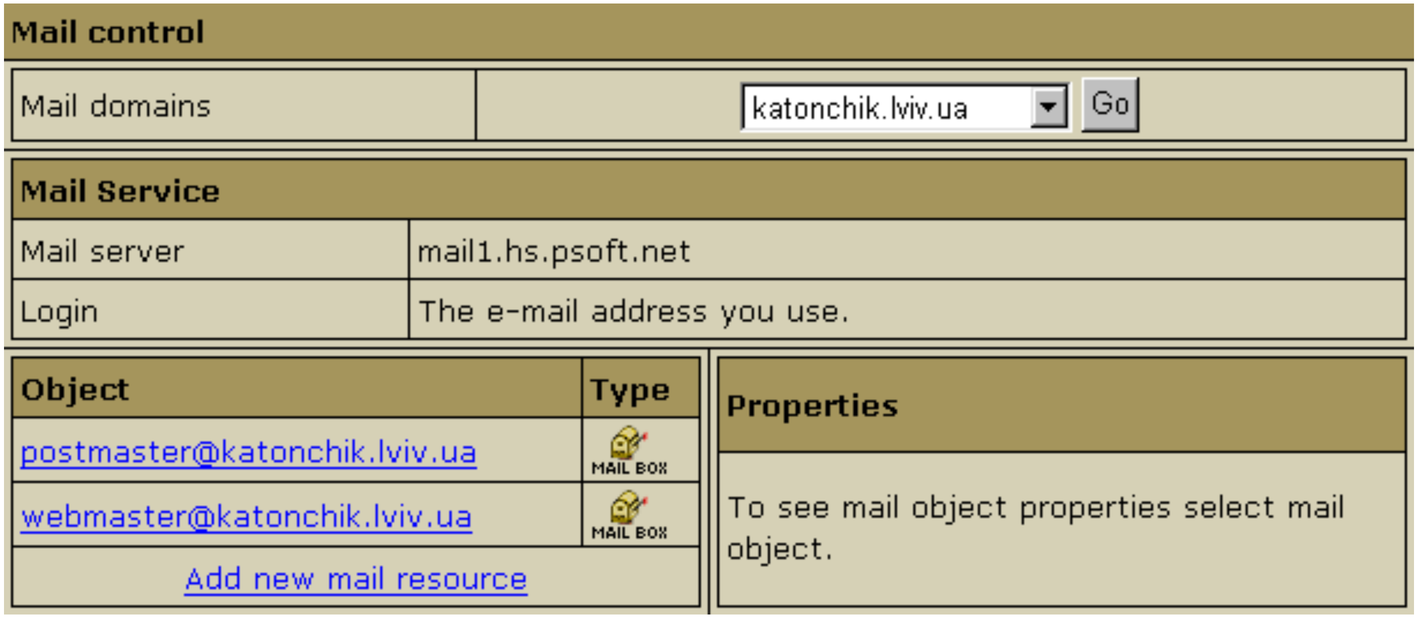
Here you will learn how to:

- Create a mailbox name alias
- Create mailbox domain aliases
- Remove a mailbox name alias
- Remove mailbox domain aliases

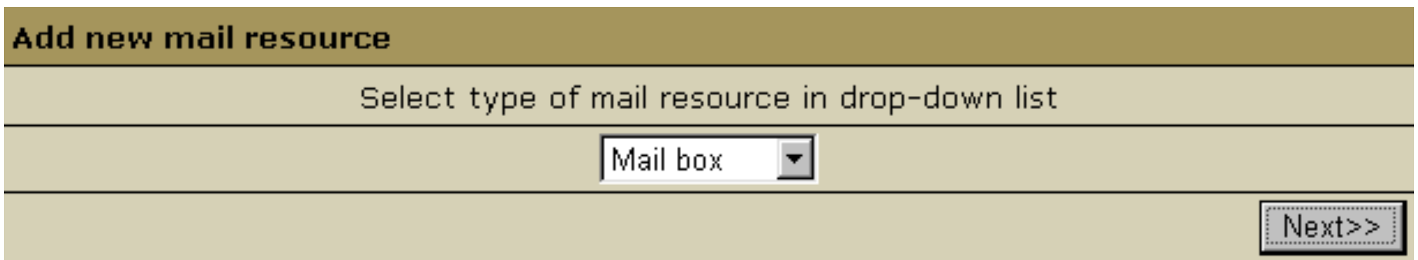
Creating a Mailbox Name Alias

To create a mailbox name alias:

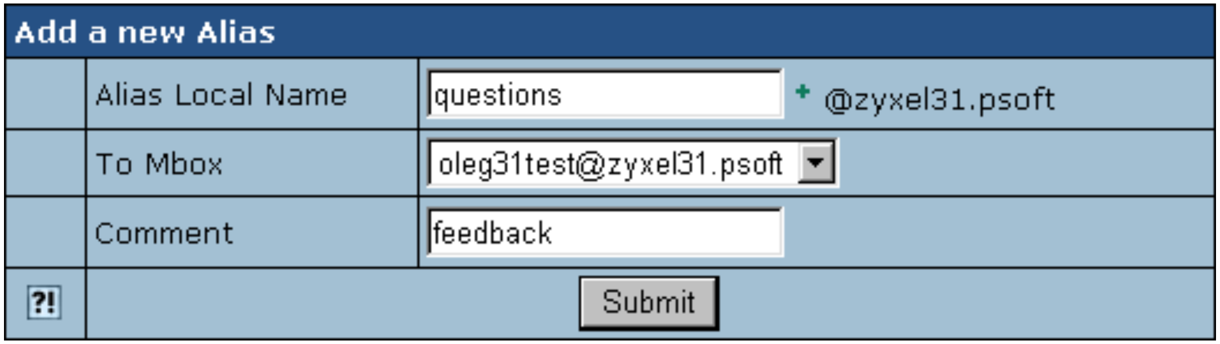
1. Select *Mail Info* in the *Mail Info* menu.
2. At the bottom of the page that appears, click *Add new mail resource*:



3. Choose *Mail alias* in the drop–down box:



4. Click *Next*.
5. Agree with the charges, if any.
6. Fill the form on the page that appears:



7. Enter the mailbox alias name in the *Alias Local Name* field.
8. In the *To Mbox* field select the local mailbox you are creating the alias for.
9. Enter a *Comment* that will help you identify this alias among other mail resources.
10. Click *Submit*.

Creating Mailbox Domain Aliases
What are mailbox domain aliases?

You can create mailbox domain aliases for ALL your mailboxes on the primary mail domain, rather than for an individual mailbox. To enable mailbox domain aliases, all you need to do is to create a domain alias with Mail Domain Alias on:

* To check whether Mail Domain Alias is activated for your domain alias:
go to Domain Settings −> Domian info. If there are several domains to choose, click the Edit icon in the Control entry for the domain. It will take you to the domain settings page. In the Domain Alias entry click the Edit icon next to the domain alias. Mail Domain Alias button should be ON as shown in the screenshot above.

Each of your mail domains can have several mail domain aliases. All your active mail domain aliases are listed on the E−mail resource page:

Important: do not use the New Mail Domain Alias link in the Mail Domain Alias section to enable new mail domain alias.
This option is reserved for future implementation.

Removing a Mailbox Name Alias

To remove a mailbox name alias:

1. Select *Mail Info* in the *Mail Info* menu.
2. Click the *Alias* you need. This will open its properties on the right:

Mailbox alias properties	
Email alias	support
Store To Mbox	webmaster
Description	No description
Delete	
Trouble Ticket	?!

3. To delete the mailbox name alias, just click the *Delete* icon.

Note: To get technical assistance with this mailbox name alias, click the icon next to the *Trouble Ticket* field.

Removing Mailbox Domain Aliases

Important:
You can remove mailbox domain aliases for ALL your mailboxes on the primary mail domain. But you cannot remove a mailbox domain alias for an individual mailbox.

To remove mailbox domain aliases for all your mailboxes on the primary mail domain, go to the E−mail resource page. In the Mail Control section choose the mail domain. The Mail Domain Aliases section will list all the current mail domain aliases for this mail domain. Choose the one that you would like to disable and click the Trash icon next to it.

Related Docs: Array

Mail Autoresponders

Related Docs: Array

In 2.3 H−Sphere version and higher, mail autoresponder is a separate mail resource. The autoresponder sends a uniform response back to the sender whenever a message arrives in a mailbox.

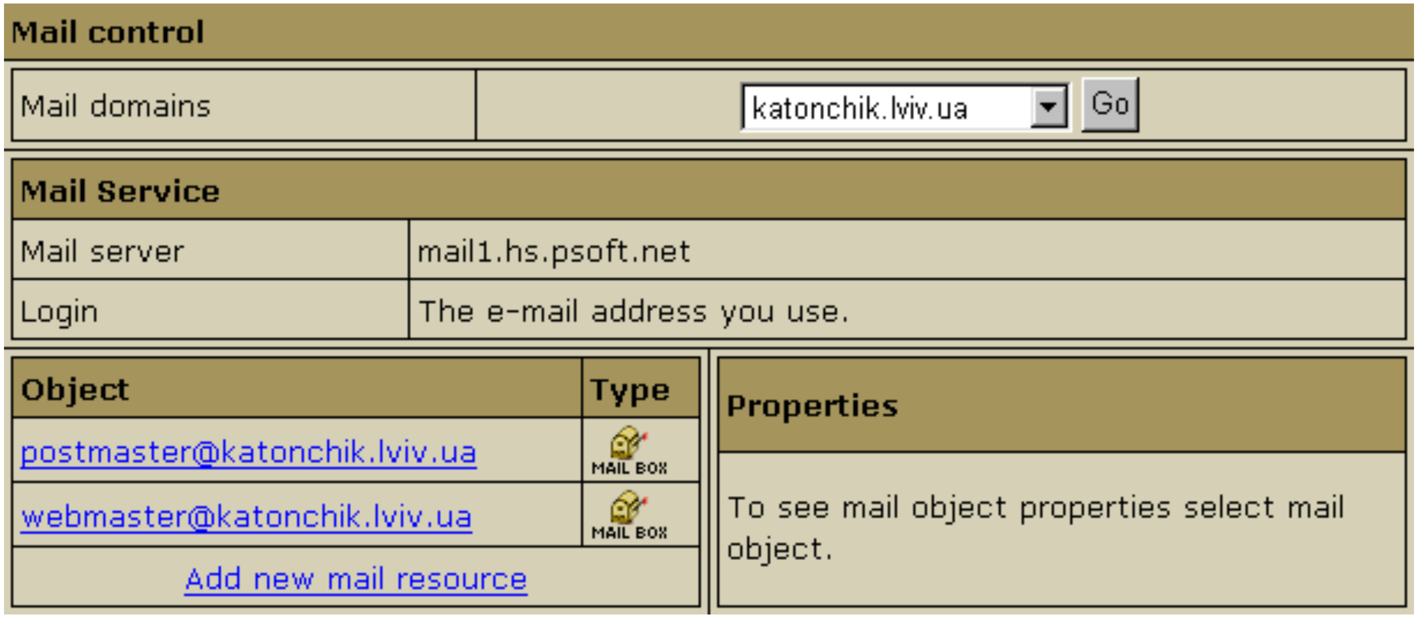
Here you can learn how to:

- Create an autoresponder
- Edit a response message

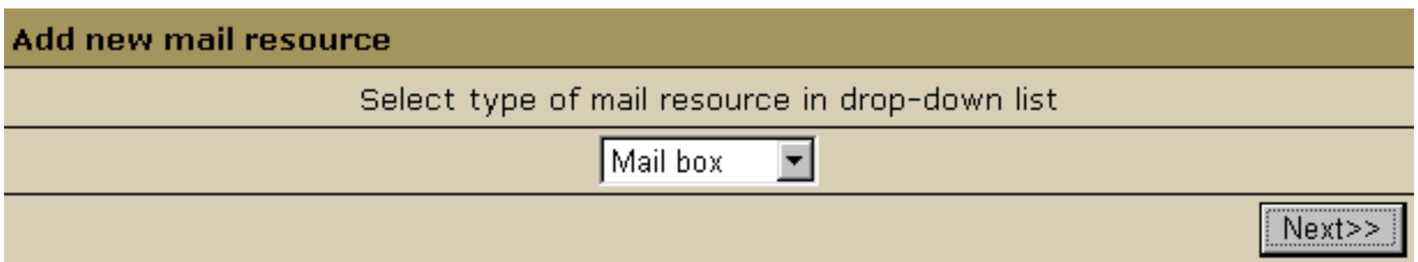
Creating Autoresponders

To add a new autoresponder, do the following:

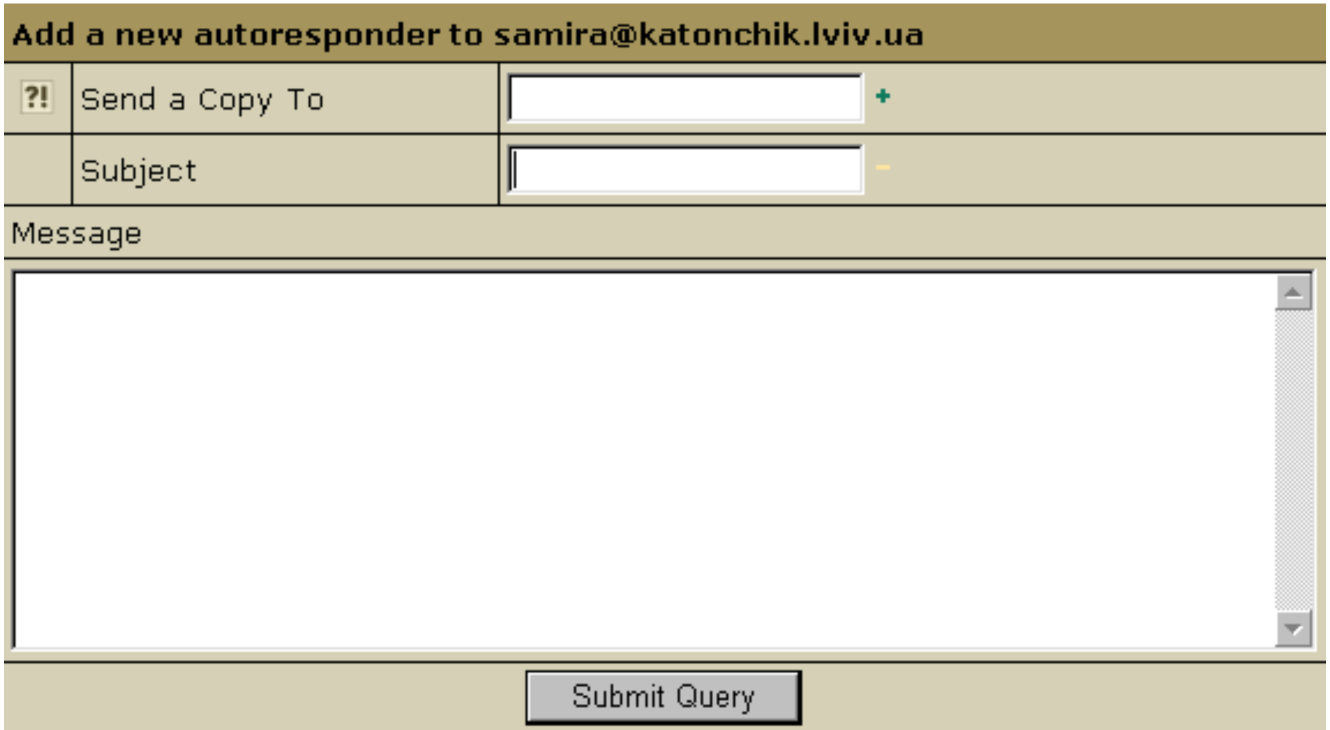
1. Select *Mail Info* in the *Mail Info* menu.



2. At the bottom of the page that appears, click *Add new mail resource*:
3. Choose *Mail autoresponder* from the drop–down list and click *Next*:



4. Agree with the charges, if any.



5. Fill the form that shows:
   - *Send a Copy To:* the optional e–mail address to which copies of response messages will be e–mailed.
   - *Subject:* the subject of the response message, e.g. *receipt confirmation*.
   - *Message:* the body of the response message, e.g. *Your message was received. Thank you.*
6. Click *Submit Query*.

Note: In version 2.3 and higher, if you want your mailbox to work as forward and mail autoresponder at the same time, you can give forward, mailbox and autoresponder the same name within one mail domain. In this case, your mailbox will forward all incoming email to another address and send responses to senders.

Editing Response Messages.

To configure your autoresponder, click its name in the list of mail resources. You will see the list of its properties on the right:

Autoresponder properties	
Local	all
Message	EDIT
Copy To	message@yourdomain.com
Delete	
Trouble ticket	?!

- *Local:* local mail resource name without domain part.
- *Message:* a response to incoming mail;
- *Copy To:* email message where copies will be sent.
- *Delete*: click this icon to delete the mailbox.
- *Trouble Ticket:* report troubles with the autoresponder.

To edit the message text:

1. Click the name of the autoresponder.
2. On the properties page, click the *Edit* icon next to the *Message* field.
3. A message box appears. Here you can edit the text or enter a new one, change subject and *Copy to* email.
4. Click *Submit* to confirm changes.

Related Docs: Array

Hosting MySQL Databases

Related Docs: Array

MySQL is a database management system. It allows you to add, access, and process stored data. The SQL part of MySQL stands for "Structured Query Language" – the most common standardized language used to access databases.

- Creating MySQL database and its users
- Editing MySQL databases (phpMyAdmin)
- Changing MySQL disk quota
- Changing user passwords
- Adding MySQL users and granting them privileges

Creating MySQL Database and Its Users

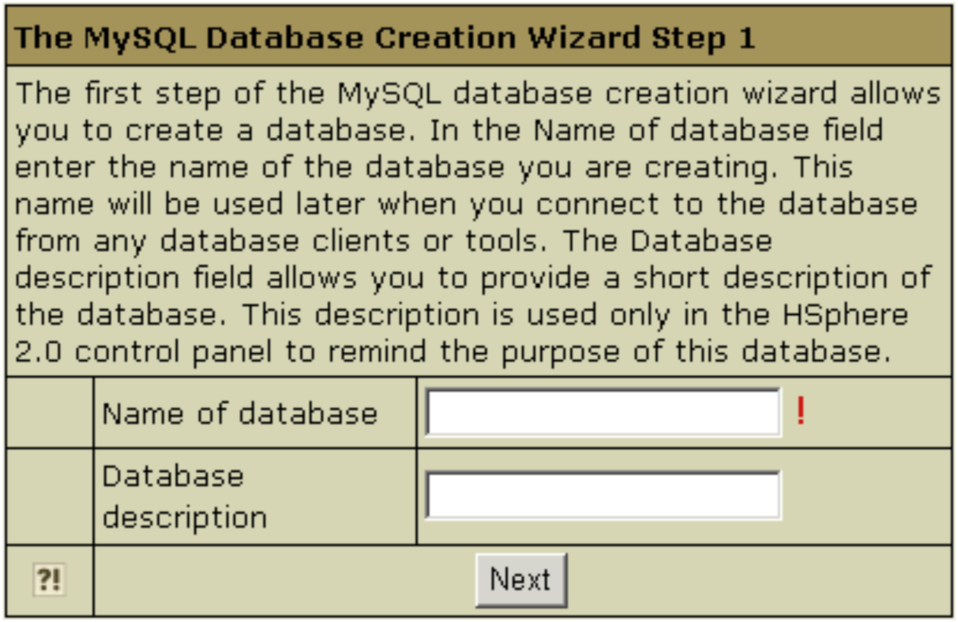
MySQL users cannot exist separately from MySQL databases. You must stick to the following sequence:

1. Create a database
2. Add MySQL users to each created database.

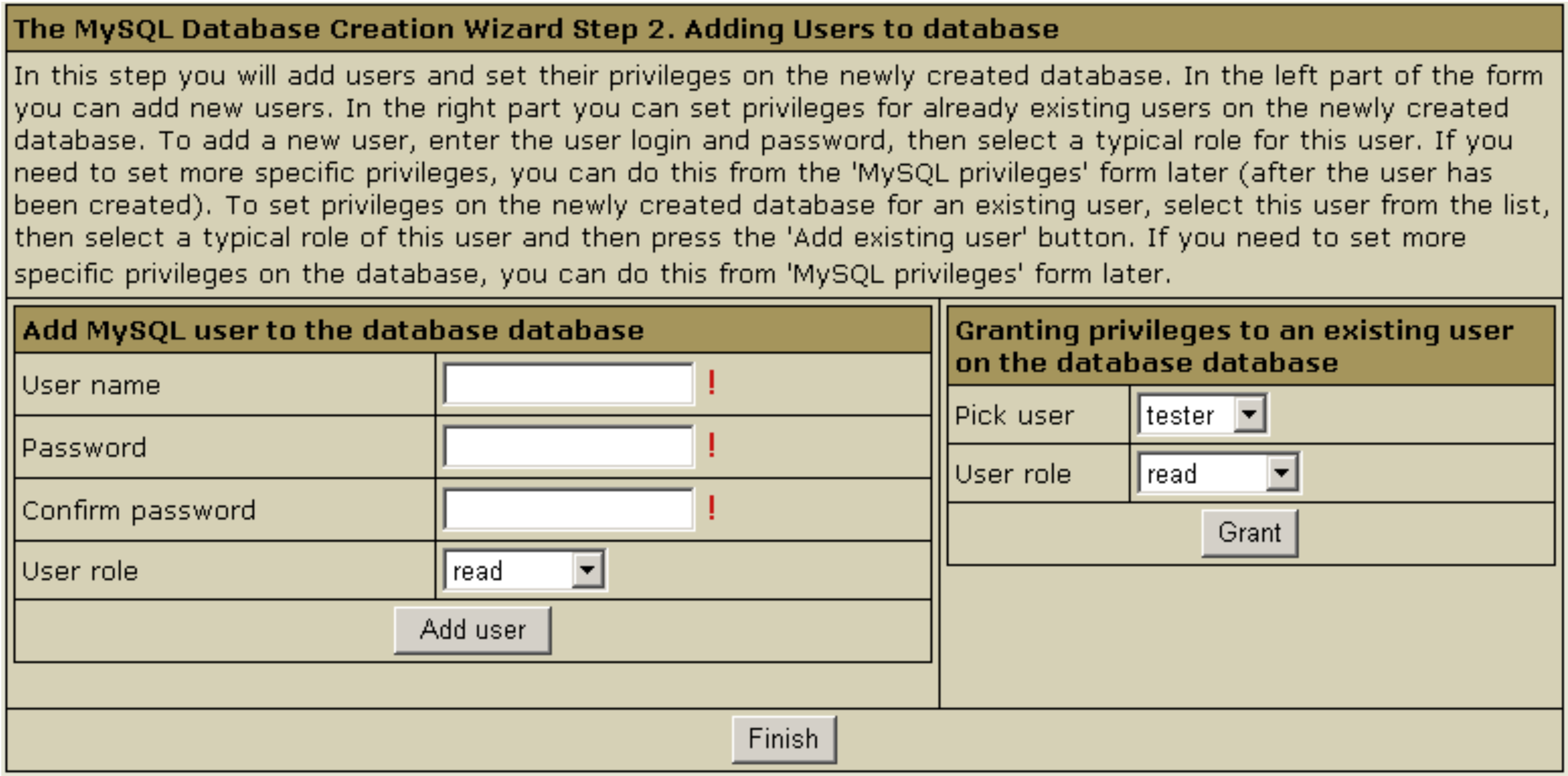
However, MySQL users can be shared by different databases.

To create a MySQL database, do the following:

1. Select *MySQL* in the *Databases* menu and a *MySQL DB creation Wizard* automatically appears.
2. On the form that shows enter the name of the database and database description if needed:



3. Agree with additional charges if any.
4. In the form that appears, create a new user or grant privileges to users of other databases:



- ♦ Add a new user to the database you have just created. User roles are explained below. Click *Add user*.
- ♦ Choose roles for users of other databases so they can use your new database. Click *Grant*.

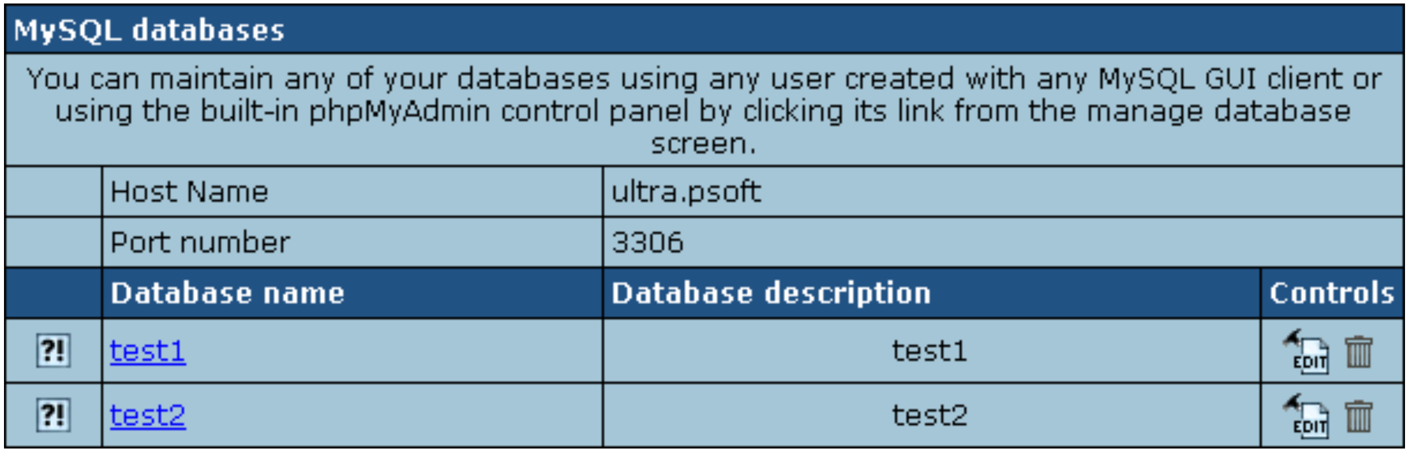
5. Click *Finish* to complete creating your MySQL database.

Editing MySQL databases (phpMyAdmin)

You can edit the content of your databases using the phpMyAdmin utility that comes with your control panel. To run phpMyAdmin, do the following:

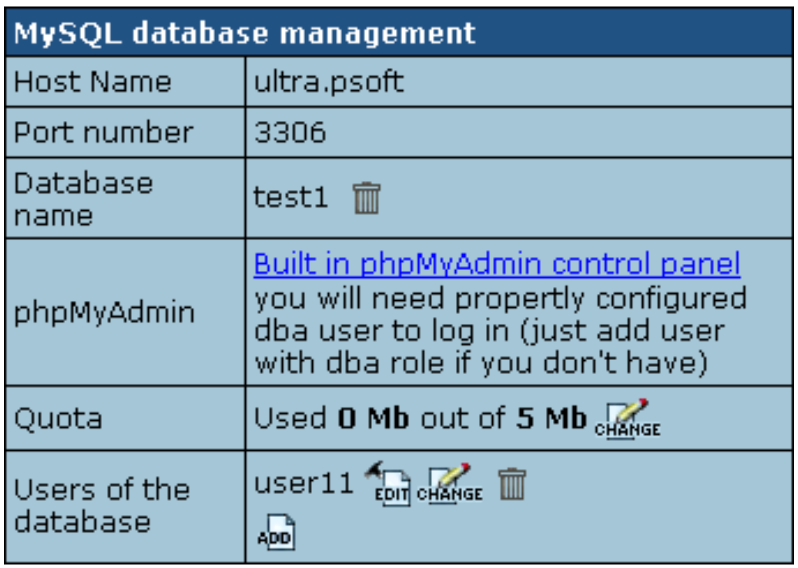
1. Select *MySQL DBs* in the *Databases* menu.

2. In the form that appears, click the name of the existing *MySQL Database* you want to edit or the *Edit* icon on its right:



MySQL databases			
You can maintain any of your databases using any user created with any MySQL GUI client or using the built-in phpMyAdmin control panel by clicking its link from the manage database screen.			
	Host Name	ultra.psoft	
	Port number	3306	
	Database name	**Database description**	**Controls**
?!	test1	test1	EDIT
?!	test2	test2	EDIT

3. In the form that appears, click *Built in phpMyAdmin control panel* to start editing your database:



MySQL database management	
Host Name	ultra.psoft
Port number	3306
Database name	test1
phpMyAdmin	Built in phpMyAdmin control panel you will need properly configured dba user to log in (just add user with dba role if you don't have)
Quota	Used **0 Mb** out of **5 Mb** CHANGE
Users of the database	user11 EDIT CHANGE ADD

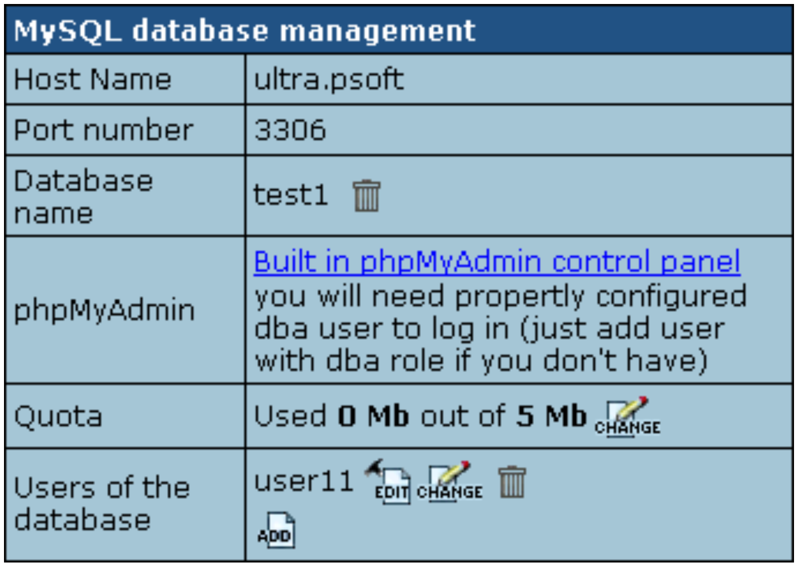
4. Follow the instructions of the phpMyAdmin control panel to edit your MySQL DB.

Changing MySQL disk quota.

MySQL disk quota is the maximum allowed size of **one** MySQL database. If you exceed this quota, you'll be charged for overlimit at a different (usually higher) price.

To change MySQL disk quota, do the following:

1. Select *MySQL DBs* in the *Databases* menu.
2. Click the *MySQL Database* or the *Edit* icon on its right:
3. Click the *Change* button against the *Quota* field:



4. Enter the new quota.
5. Click *Submit*.
6. Agree to additional charges.

Changing user passwords.

To change user password in the MySQL database, do the following:

1. Click the *MySQL Database*

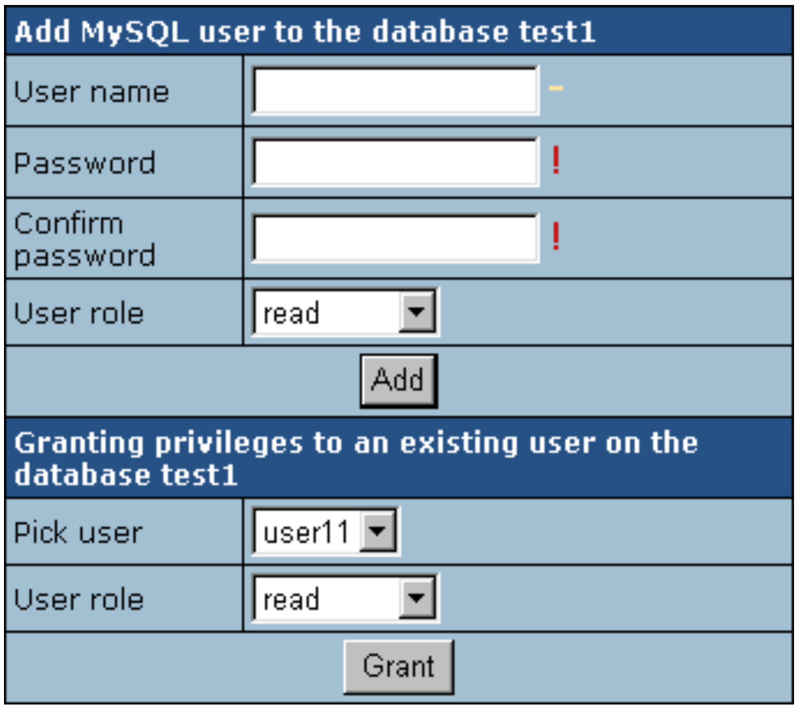
.

2. In the form that appears (see above), click the *Change password* icon next to the DB user.

Adding MySQL users and granting them privileges.

Here you will learn how to add new users to an existing MySQL database.

1. Select *MySQL DBs* in the *Databases* menu.
2. Click the *MySQL Database* or the *Edit* icon on its right:
3. On the form that shows, click the *Add* icon against the *Database users* field.
4. Fill the following form:

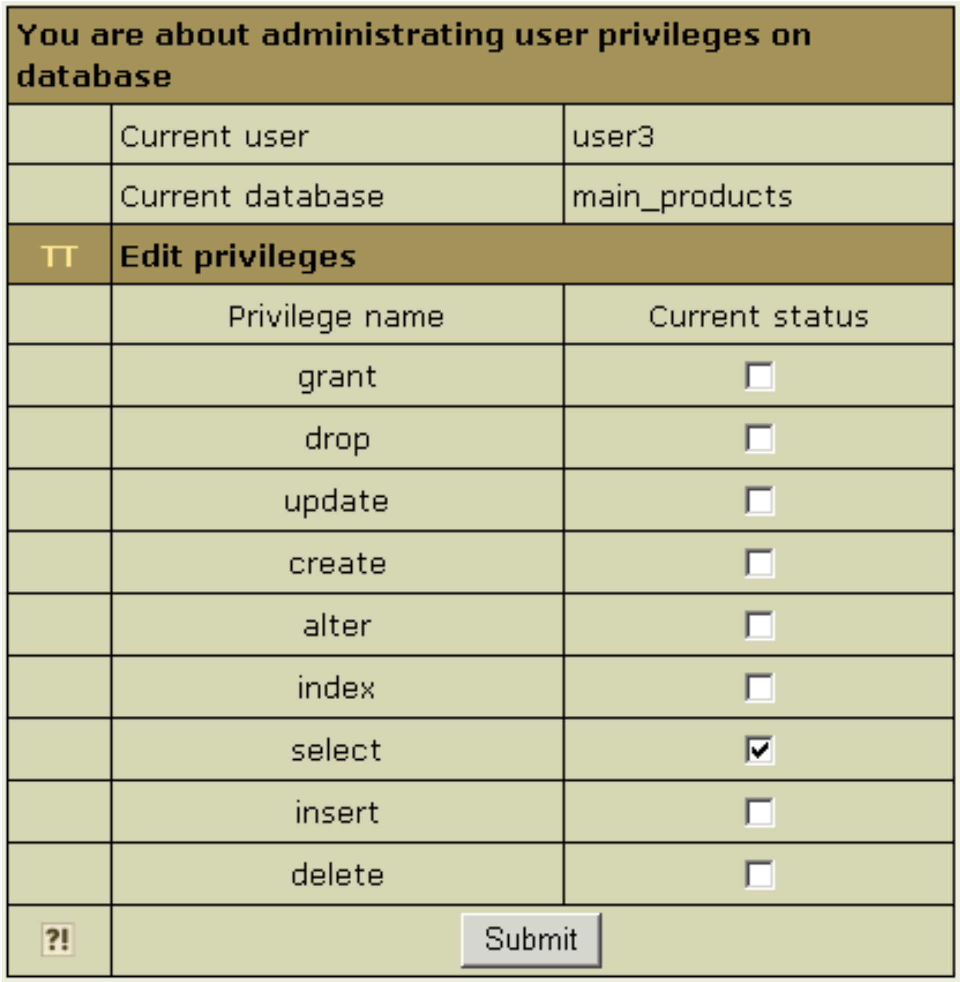


Each user role involves a fixed set of privileges on this specific database:

Role:	**Set of privileges:**
read	select

read/write	select, insert, delete, update
dba	select, insert, update, drop, create, alter, index

5. Click the *Add* or *Grant* button and agree to additional charges.
6. To edit privileges, click the *Edit* icon next to the user. You will be brought to the *Privilege Maintenance* page.



7. Check or uncheck the desired privileges and press the *Submit* button.

*Note:*For more information on MySQL access privileges, please refer to www.mysql.com.

IMPORTANT: any changes in user privileges will be applied to the whole selected database.

Related Docs: Array

Hosting PostgreSQL Databases

Related Docs: Array

PostgreSQL is a database management system based on Unix platform. It allows you to add, access, and process stored data. The SQL part of PostgreSQL stands for "Structured Query Language" – the most common standardized language used to access databases.

- Creating PostgreSQL users
- Deleting users and changing their passwords
- Creating PostgreSQL databases
- Editing PgSQL databases and user privileges (phpPgAdmin)
- Changing PgSQL quota.

Creating PostgreSQL User(s)

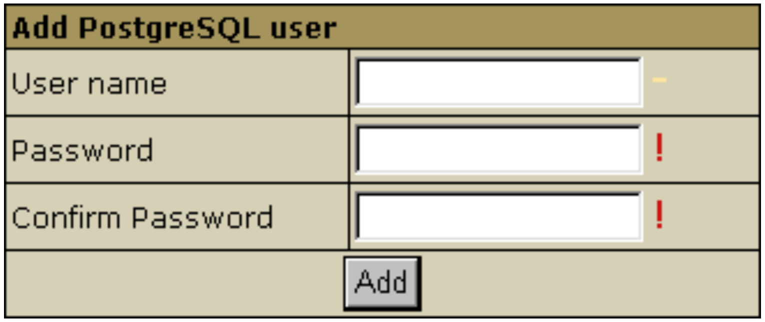
Unlike with other databases, a PostgreSQL database cannot be created without a user. You must stick to the following sequence:

1. Create a PostgreSQL user.
2. Create a database.

Note: The first user in the list of users is the owner of a database, however the database can be used by others who obtain permissions from the owner.

To create a PostgreSQL database user, do the following:

1. Select *PGSQL* in the *Databases* menu and *Add PostgreSQL user* form automatically appears.
2. Fill the *Add PostgreSQL* user form on the *PostgreSQL Users* page.



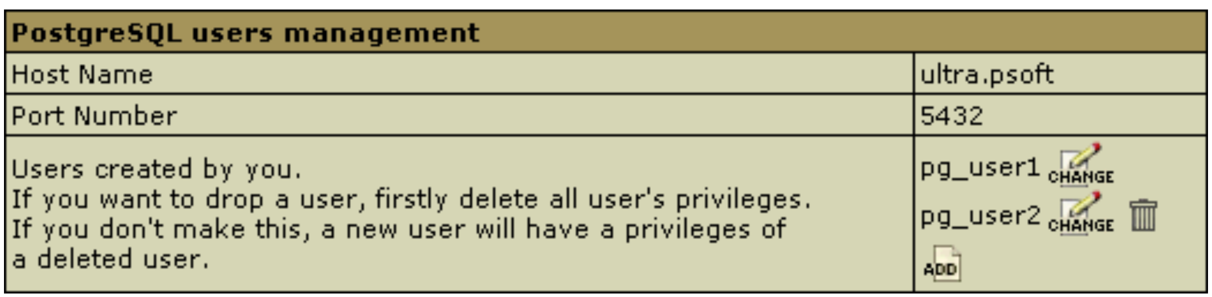
3. Agree to additional charges.

Deleting Users and changing their passwords.

To delete the PgSQL database user, do the following:

1. Select *PGSQL Users* in the *Databases* menu.
2. Click the *Trash* icon next to the user name on the *PostgreSQL user management* page.
3. Agree to additional charges.

Important: *Trash* icon appears only next to non–owners. The owner of a database cannot be deleted, unless you remove the PostgreSQL database.



To change the user password, do the following:

1. Select *PGSQL Users* in the *Databases* menu.
2. Click the *Change* icon next to the name of the user.
3. Enter a new password, confirm it, and click *Change.*

Important: the user privileges can be changed by means of phpPgAdmin.

Creating PostgreSQL Databases

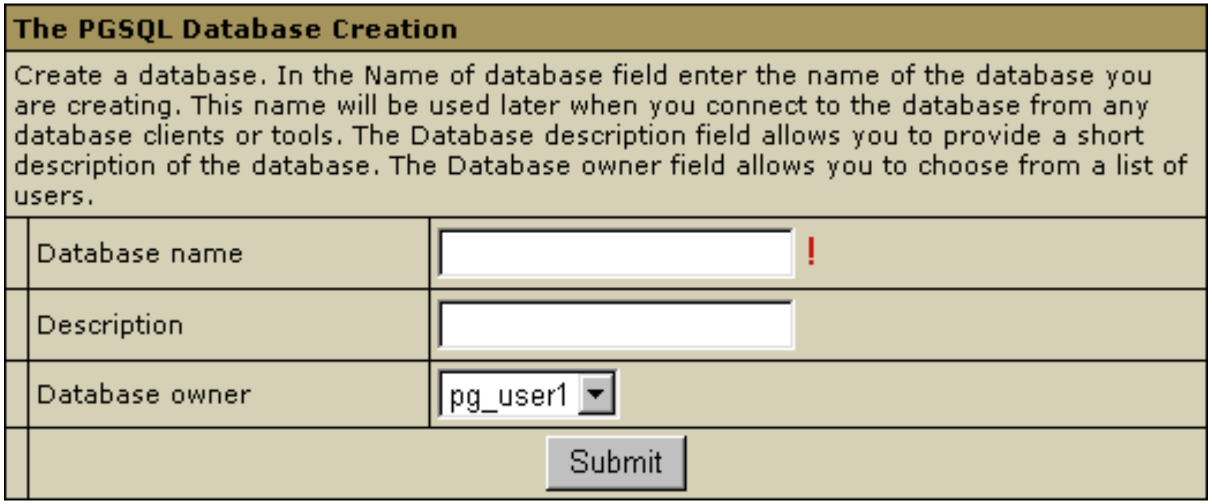
Having at least one user, you can create a PostgreSQL database. This user will become the owner of this database.

To create a database, do the following:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click *Add Database* in the *PostgreSQL Databases* section:

PostgreSQL databases				
You can maintain any of your databases using any user created with any PGSQL GUI client or using the built-in phpPGAdmin control panel by clicking its link from the manage database screen.				
	Host Name	ultra.psoft		
	Port Number	5432		
	Database name	**Database description**	**Database owner**	**Controls**
?!	ADD			

3. Enter the name and description of the database:



4. Click *Submit* and agree to additional charges.

Editing PgSQL Databases and User Privileges

You can edit the content of your databases and user privileges using the phpPgAdmin utility that comes with your control panel.

To run phpPgAdmin, do the following:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click the name of the database you would like to edit.

You can also start this utility from the PGSQL database management page:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click the *Edit* icon for the database you are going to edit:

PostgreSQL databases				
You can maintain any of your databases using any user created with any PGSQL GUI client. You can also use the built-in phpPGAdmin control panel by clicking its link from the manage database screen.				
	Host Name	ultra.psoft ()		
	Port number	5432		
	Database name	Database description	Database owner	Controls
?!	books		tester	EDIT
?!	ADD			

3. In the form that appears, click *Built in phpPgAdmin control panel* to start editing your database:

PGSQL database management	
Host Name	ultra.psoft
Port Number	5432
Database name	db_products
phpPgAdmin	Built in phpPgAdmin control panel you will need propertly configured database
Database description	stock_db CHANGE
Quota	Used **1.54 Mb** out of **5 Mb** CHANGE

4. Follow the instructions of the *phpPgAdmin control panel* to edit your PgSQL DB.

Changing PgSQL disk quota.

PgSQL disk quota is the maximum allowed size of **one** PgSQL database. If you exceed this quota, you'll be charged for overlimit at a different (usually higher) price.

To change PgSQL disk quota, do the following:

1. Select *PGSQL DBs* in the *Databases* menu.
2. Click *PGSQL Database*.
3. Click the *Change* icon in the *Quota* field:

PGSQL database management	
Host Name	ultra.psoft
Port Number	5432
Database name	db_products
phpPgAdmin	Built in phpPgAdmin control panel you will need propertly configured database
Database description	stock_db CHANGE
Quota	Used **1.54 Mb** out of **5 Mb** CHANGE

4. Enter the new quota.
5. Click *Submit.*
6. Agree to additional charges.

Related Docs: Array

Hosting Microsoft SQL Databases

Related Docs: Array

Microsoft SQL database is a database management system based on Windows platform. It allows you to add, access, and process stored data.

- Creating Microsoft SQL logins
- Creating Microsoft SQL databases
- Adding MS SQL database users
- Changing MS SQL quota

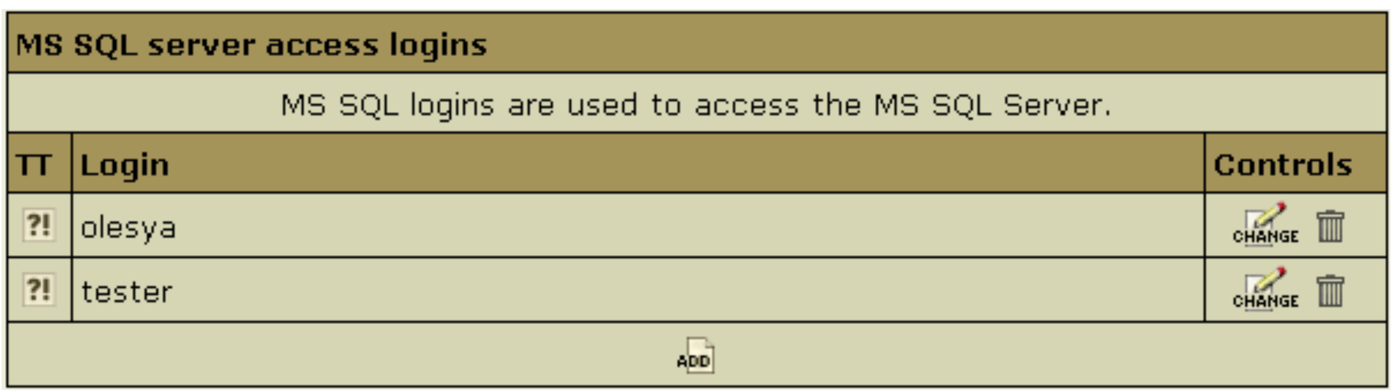
Creating Microsoft SQL Logins

Unlike other SQL databases, you need a login to start working with MS SQL databases. So, you must stick to the following sequence:

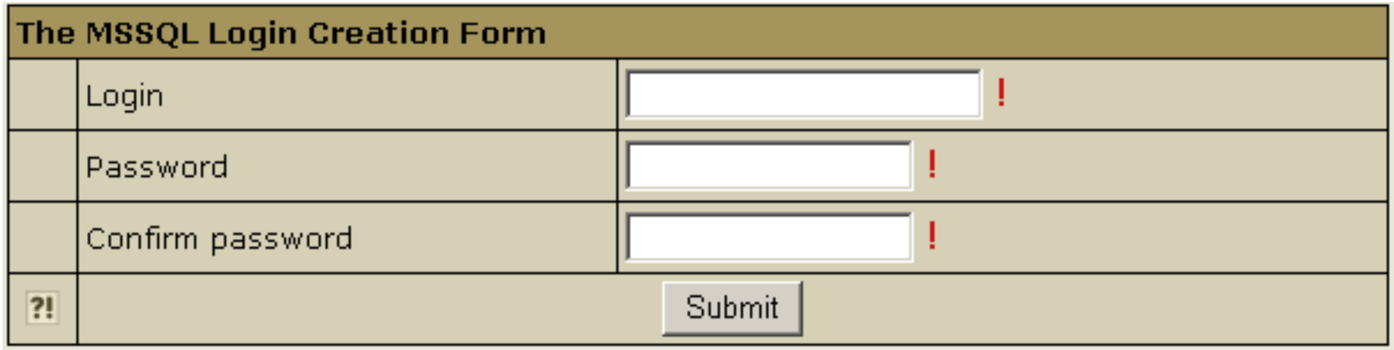
1. Create a login to connect to the Microsoft SQL server.
2. Create databases
3. Create users to work with Microsoft SQL databases.

To create a MS SQL login, do the following:

1. Select *MS SQL* in the *Databases* menu.
2. Click *Add New MS SQL login* icon:



3. Enter login and password into the *MS SQL Login Creation Form* that shows:



Note: you can change password by clicking the *Change* icon against the login name in the *Controls* section.

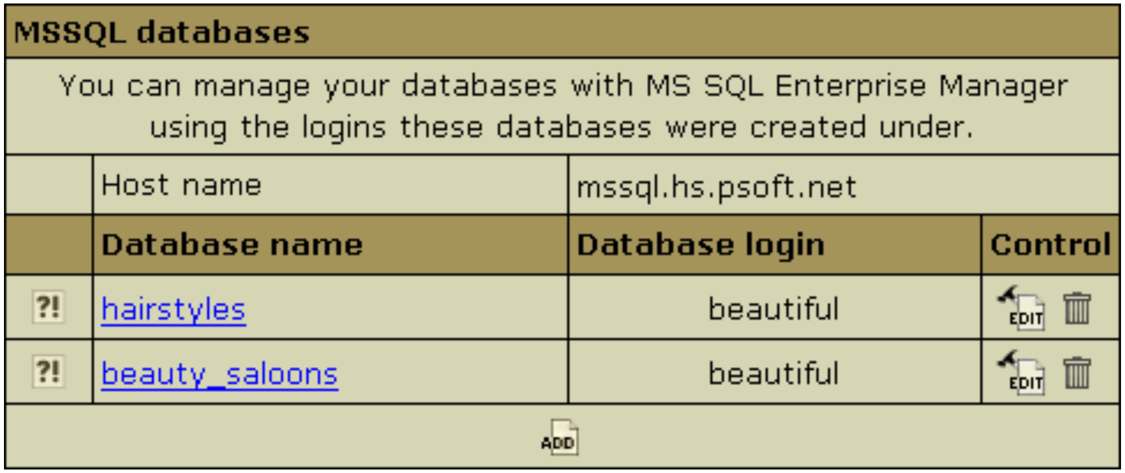
4. Click *Submit* button.
5. Agree to additional charges.

Note**:** To delete login, click the *Trash* icon against the login name, in *Controls* section.

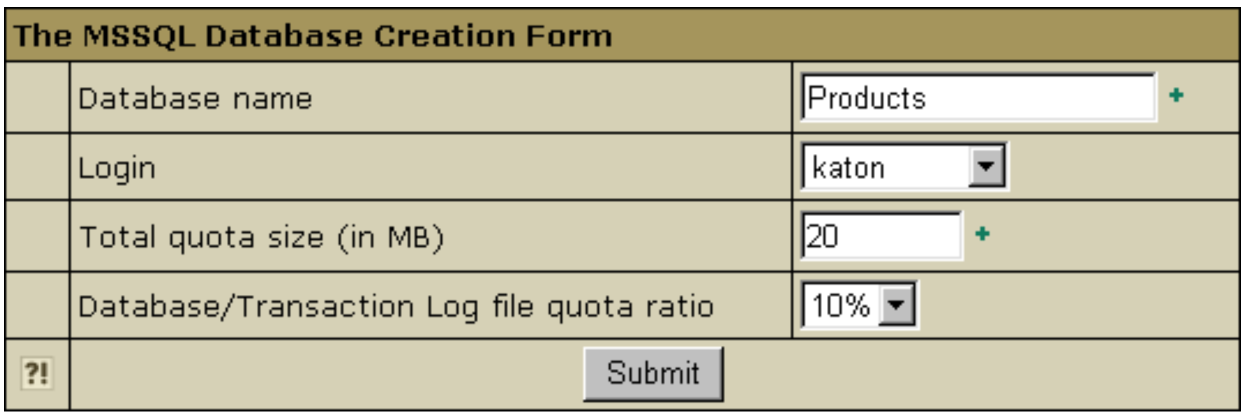
Creating MS SQL Databases

To create a MS SQL database, do the following:

1. Select *MS SQL DBs* in the *Databases* menu.
2. Click the *Add database* icon at the bottom of the page that appears:



3. Fill the *MSSQL Database Creation* form



4. Click the *Submit* button.
5. Agree to additional charges.

Note: To delete a database, click the *Trash* icon against the database name in *Controls* section.

When MS SQL creates a database, it automatically creates a user with the same *login* as the one this database was created with.

Adding New MS SQL Database users

After you have created the database, it appears in the database list:

MSSQL databases			
You can manage your databases with MS SQL Enterprise Manager using the logins these databases were created under.			
	Host name	mssql.hs.psoft.net	
	Database name	**Database login**	**Control**
?!	hairstyles	beautiful	EDIT
?!	beauty_saloons	beautiful	EDIT
ADD			

Here you can learn how to add users to individual MS SQL databases. To add a new user, do the following:

1. Select *MS SQL DBs* in the *Databases* menu.
2. On the page that appears click the name of existing database or click the *Edit* icon in the *Controls* section. The following form will show:

MSSQL database management	
Host Name	mssql.hs.psoft.net
Database name	freebies
Database login	olesya
Database quota	Database/Transaction Log file quota ratio **50 %** Used database file **not available** MB out of **not available** MB Used transaction log file **not available** MB out of **not available** MB Used total **not available** MB out of **not available** MB CHANGE
Database users	ADD

3. At the bottom of the page click *Add* icon against *Database users* field. The following form will appear:

Add MSSQL user to the database freebies	
User name	!
MSSQL login	tester
Add	

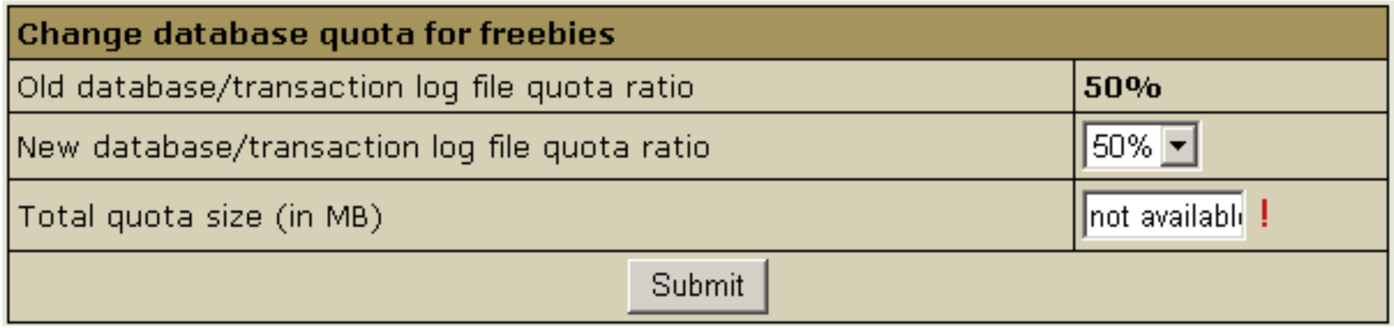
4. Enter user name and click *Add*.
   * When you are creating a new user to the database, the system offers you to choose from the logins that aren't used by this database.
   It won't display this databse owner's login, because when MS SQL creates a database, it automatically creates a user with the same *login* as the one this database was created with. One login can be used only by one user within a database. So, login you have used to enter the database is already being used by you and can't be used to create a new user on this database.
5. Agree to additional charges if any.

Changing MS SQL Database quota

Total quota size is the disk space allocated for the *database file* and the *transaction log file*. *Database/Transaction Log file quota ratio* is the portion of disk space allocated for the database file. If you set the total quota size to 100 MB and the database/transaction log file quota ratio to 40%, then the maximum database file quota is 40 MB and the maximum log file quota is 60 MB. The more dynamic your database is, the bigger transaction log file quota ratio should be.

To change the quota, do the following:

1. Select *MS SQL DBs* in the *Databases* menu.
2. On the page that appears click the name of an existing database.
3. On the form that shows, click the *Change quota* icon against the *Database quota* field.
4. Enter new database log file ratio and total quota size on the next page:



5. Click Submit.
6. Agree to additional charges if any.

Related Docs: Array

Creating ODBC DSN Records

Related Docs: Array

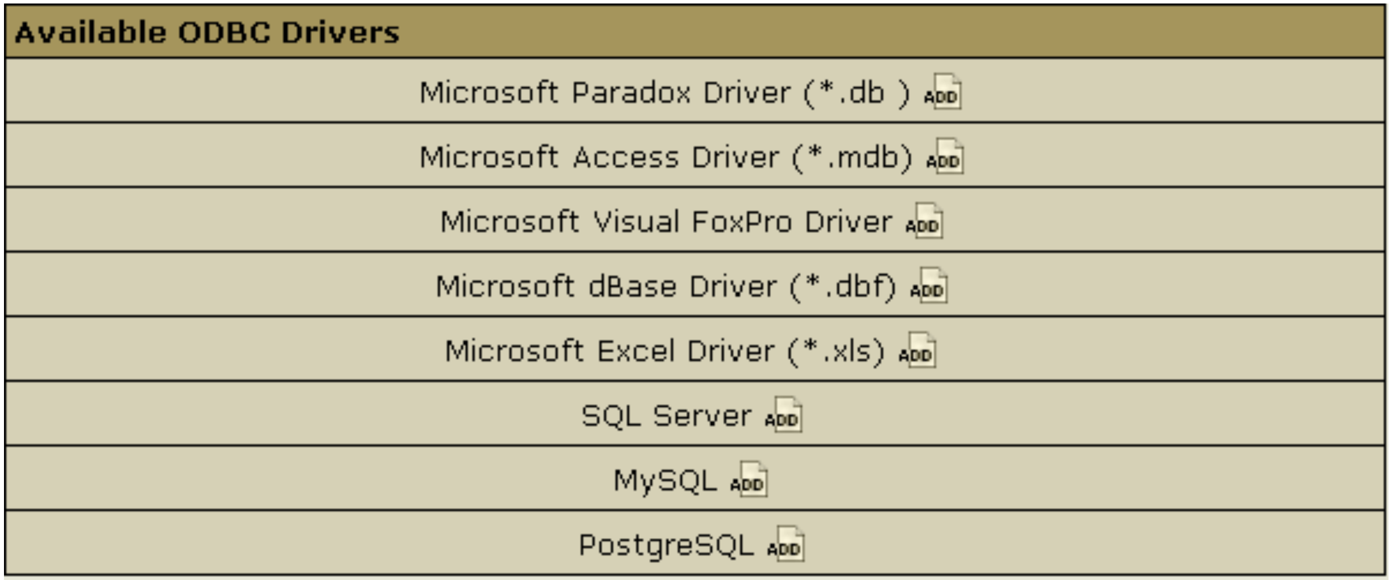
ODBC – Open DataBase Connectivity is a standard database access method developed by [Microsoft Corporation](). ODBC makes it possible to access any data from any application by means of ODBC drivers – one for each database format. You can create DSN (Date Source Name) records based on ODBC drivers to access databases of different formats under Windows plan.

- Creating a new DSN record
- Editing DSN records
- Deleting DSN records

Creating a new DSN Record

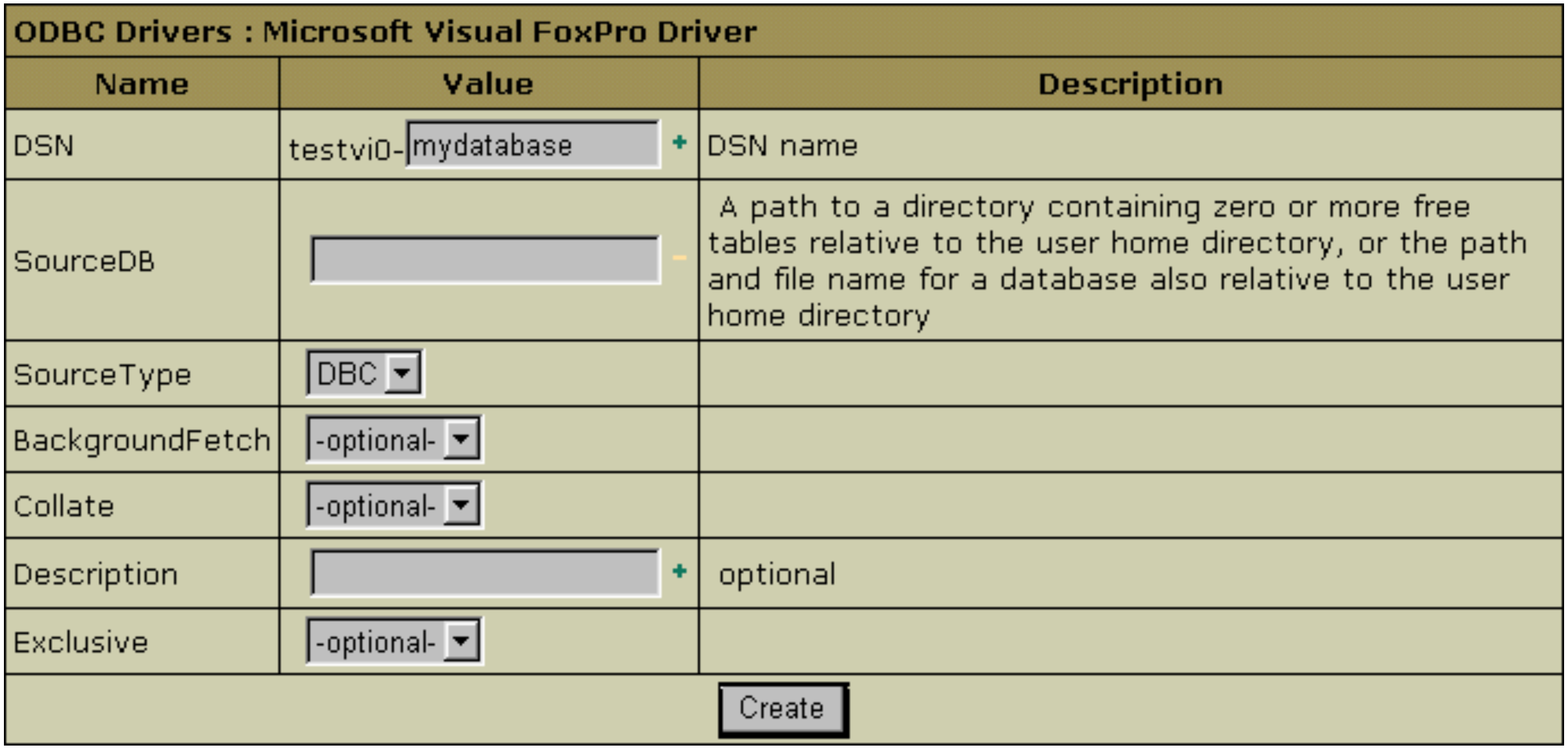
To create a new DSN Record, do the following:

1. Select *ODBC Service* in the *ODBC* menu, and the list of available ODBC drivers will show.



Available ODBC Drivers
Microsoft Paradox Driver (*.db) ADD
Microsoft Access Driver (*.mdb) ADD
Microsoft Visual FoxPro Driver ADD
Microsoft dBase Driver (*.dbf) ADD
Microsoft Excel Driver (*.xls) ADD
SQL Server ADD
MySQL ADD
PostgreSQL ADD

2. Click the *Add* icon next to the DB driver you need.
3. Fill the form that appears. Forms are different depending on the DSN type:
   - ♦ Enter the second part of your full DSN name in the *DSN* field. *Note:* The first part of your full DSN name is your Windows login. In the applications/scripts you run on your server, you must use the full DSN name, e.g. *testvi0−mydatabase* as in the below example.
   - ♦ Directories and file names must include paths relative to your home dir root, (the SourceDB field should include the name of the database and the extension).


ODBC Drivers : Microsoft Visual FoxPro Driver

Name	Value	Description
DSN	testvi0-mydatabase	DSN name
SourceDB		A path to a directory containing zero or more free tables relative to the user home directory, or the path and file name for a database also relative to the user home directory
SourceType	DBC	
BackgroundFetch	-optional-	
Collate	-optional-	
Description		optional
Exclusive	-optional-	
	Create	

4. Click *Create.*

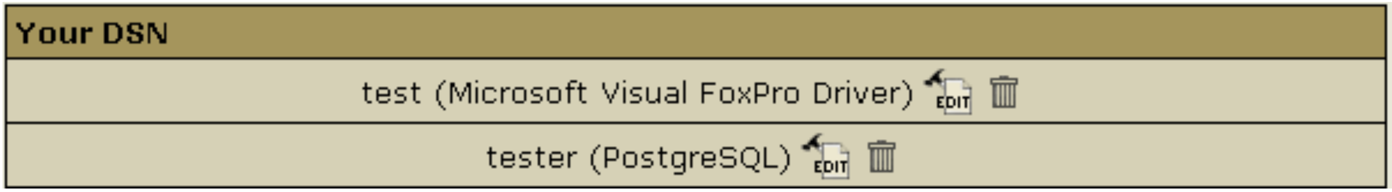
Editing DSN Records

Here you will learn how to edit your DSN records.

Note: For more details on each driver's parameters, please refer to the driver specification. E.g. you can find all information about MS SQL DSN configuration on the Microsoft Web Site at http://msdn.microsoft.com/library/default.asp?url=/library/en–us/odbcsql/od_odbc_c_99yd.asp.

To edit DSN records, do the following:

1. Select *ODBC Service* in the *ODBC* menu.
2. On the page that shows, in the *Your DSN* section, click the *Edit* icon next to the DSN record you need.



3. Edit the DSN records in the form that appears.
4. Click *Update*

Deleting DSN Records

To delete a DSN record, do the following:

1. Select *ODBC Service* in the *ODBC* menu. This will open a page similar to the one above
2. In *the Your DSN* section, click the *Delete* icon next to the existing DSN.

Related Docs: Array

Securing Transferred Data through SSL

Related Docs: Array

SSL (Secure Sockets Layer protocol) is a standard for transmitting confidential data such as credit card numbers over the Internet. Most true business sites support this feature which allows more security in data transmitted over the WWW. This is the standard minimum security level for true business on the Internet. SSL works by using a private key to encrypt data that is transferred over the SSL connection. To read more about what is SSL and how it works, go to http://www.modssl.org/docs/2.8/index.html

You can secure transfer of the confidential data on your site through:

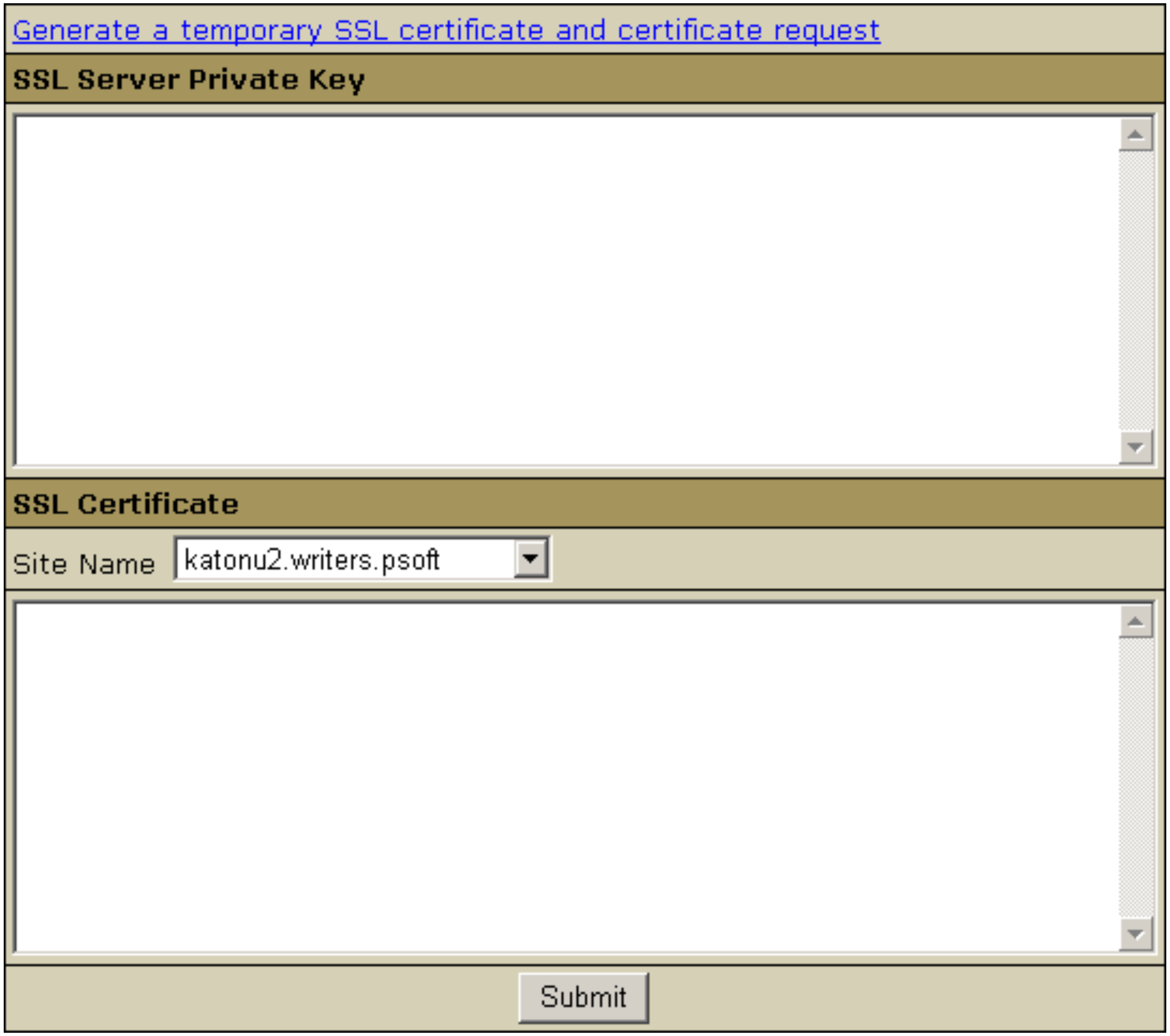
- using the key and certificate you already have;

* creating a temporary key and certificate;
* acquiring a new permanent key and certificate from a trusted Certificate Authority.
* using your provider's certificate (Shared SSL)

Using the Key and Certificate You Already Have

SSL requires a dedicated IP, because name−based hosting does not support data encryption in HTTP requests. To enable SSL, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. Agree to charges, if any.
5. Enter the SSL Server Private Key and SSL Certificate in the boxes that appear:



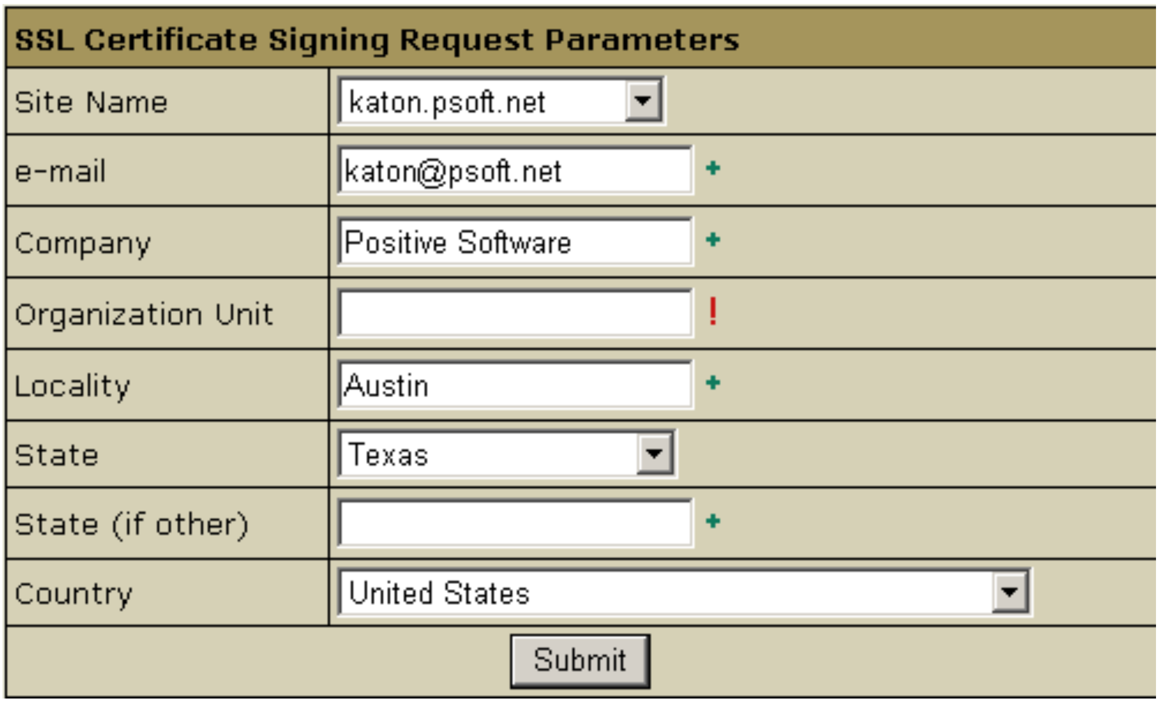
6. In the *Site Name* field, choose whether you want to secure with or without the *www* prefix. Only one option will work correctly. For instance, if you choose to secure *http://www.domain.com*, your visitors will get security warnings when they go to *http://domain.com*.
7. Click *Submit*. Now your site is secured.

Creating a Temporary Certificate

The only difference between temporary and permanent certificates is that temporary certificates are generated by your control panel, not trusted Certificate Authorities. Thus, when visitors enter your site, they will get the "unknown certification authority" warning window.

To generate a new temporary SSL private key and certificate, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. Agree to charges, if any.
5. Click the link at the top of the form that appears.
6. On the page that appears, confirm your details by clicking the *Submit* button:



These data will be used to generate the certificate. Don't make changes to the data if you are not sure about the purpose of these changes.
7. Follow instructions that appear at the top of the next page.

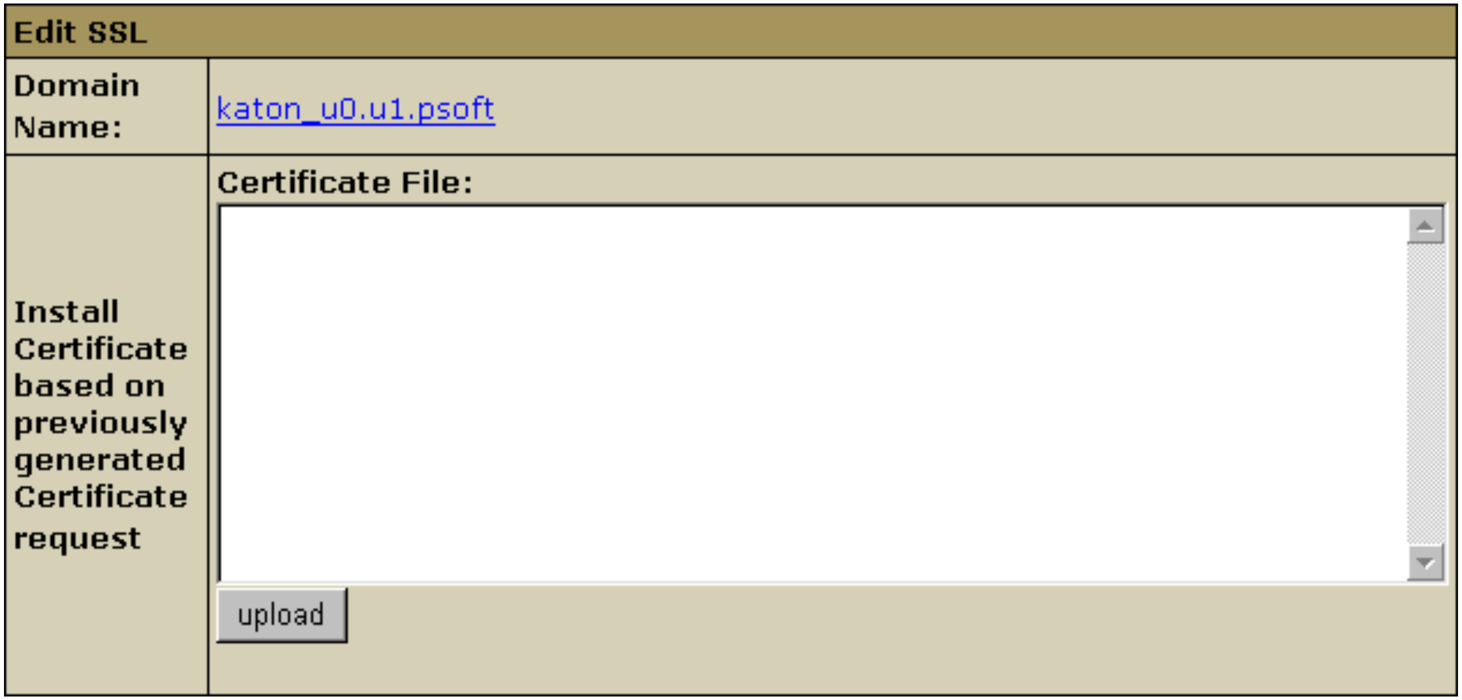

SSL Certificate Signing Request
-----BEGIN CERTIFICATE REQUEST-----
MIIB1zCCAUACAQAwgZYxCzAJBgNVBAYTAlVBMQswCQYDVQQIEwJOQTENMAsGA1UE
BxMETHZpdjEaMBgGA1UEChMRUG9zaXRpdmUgU29mdHdhcmUxFjAUBgNVBAsTDU5v
dCBzcGVjaWZpZWQxFzAVBgNVBAMTDnd3dy5paS5sdml2LnVhMR4wHAYJKoZIhvcN
AQkBFg9rYXRvbkBwc29mdC5uZXQwgZ8wDQYJKoZIhvcNAQEBBQADgY0AMIGJAoGB
AMPWlifPj43obbkUct1ztWW6Sq2NCA7NVwbflRuNHzj2RIOnJin1Z97IRN+iI3iQ
g/o+ySgW1HE1X5LuJvvug/qP3bjeuXm7CBx52WCJcYgw9R33mBfZZPWqT9fNhqGw
aZSWNNFPsFs/sajduxIlcb4HZBfrOSpyU9TPvHj6OtUXAgMBAAGgADANBgkqhkiG
9w0BAQQFAAOBgQC3ywZhJoj3LMdOTHVf6W3JTZfcKvyC6/MYcCxOtkGXqddhZdLV
Xga69SmyUFONLzDGtD/DBGoXtaRNQUlXwr2fYCkHRnnxRhNB6iuQTJkr1PyykOTk
SSL Server Private Key
-----BEGIN RSA PRIVATE KEY-----
MIICXgIBAAKBgQDD1pYnz4+N6G25FHLdc7VlukqtjQgOzVcG35UbjR849kSNJyYp
9WfeyETfoiN4kIP6PskoFtRxNV+S7ib77oP6j9243rl5uwgcedlgiXGIMPUd95gX
2WT1qk/XzYahsGmUljTRT7BbP7Go3bsSJXG+B2QX69Eqc1PUz7x4+jrVFwIDAQAB
AoGACTBRXU7U2oCOXUHDXfam5T4HcPsODJW/5pepBGDrvR14+/KBTOix1fcpnCCc
b3TAbIZzo8jmcOVjNZ6s/5ciZBNEtaGWR8YOqCWE7wKC+O/3+BKAjF8AkxUo8Dhv
N8CPo1rt/ImEi/+oxnRWKhUVrdoT3J613kmJuUsgPzNrDYkCQQDmgE1MD1piBc9A
GJ2OCWWgTpx934UUKP1LoMRUuuuPkS3SKiTTjA9ULCdAhgW/DEAUHn6XE+RgTrJq
JsWg6m9NAkEA2YCk6KvXOSu+hFcR+B+jHD2aO/9ubT3Lb5UR2+mVWGzYxhgOeg2x
OHcYH9yEQx4RKP5G88sZVImaNYDcQOZr8wJBAJV7HSW3SzEIfXgevp8T/QDyGhCT
Temporary SSL certificate
-----BEGIN CERTIFICATE-----
MIICwjCCAiugAwIBAgIBATANBgkqhkiG9w0BAQQFADBKMQswCQYDVQQGEwJVQTEN
MAsGA1UECBMETHZvdjENMAsGA1UEBxMETHZvdjEOMAwGA1UEChMFUHNvZnQxDTAL
BgNVBAMTBE9sZWcwHhcNMDEwNzAyMTYxOTU0WhcNMDIwNzAyMTYxOTU0WjCBljEL
MAkGA1UEBhMCVUExCzAJBgNVBAgTAk5BMQ0wCwYDVQQHEwRMdml2MRowGAYDVQQK
ExFQb3NpdGl2ZSBTb2Z0d2FyZTEWMBQGA1UECxMNTm90IHNwZWNpZmllZDEXMBUG
A1UEAxMOd3d3LmlpLmx2aXYudWExHjAcBgkqhkiG9w0BCQEWD2thdG9uQHBzb2Z0
Lm5ldDCBnzANBgkqhkiG9w0BAQEFAAOBjQAwgYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrY0IDs1XBt+VG40fOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYIlxiDD1HfeYF9lk9apP182GobBplJY00U+wWz+xqN27EiVx
Submit Query

- SSL Certificate Signing request. It includes the details that you submitted on the previous step. Use this request if you want to get a permanent SSL certificate from a trusted Certificate Authority, such as Thawte and VeriSign (see below).
- SSL Server Private Key. This is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others. Don't lose this key, you will need it if you get a permanent certificate.
- Temporary SSL Certificate. It validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.

Acquiring a Permanent Certificate

To get a permanent certificate, do the following:

1. Generate a temporary SSL certificate (see above).
2. Copy the signing request and private key for later use.
3. Go to Thawte, VeriSign, or any other Certificate Authority and choose to get a new certificate. When requested, enter the signing request that you have saved.
4. After the permanent SSL Certificate has been generated, save it to a secure location.
5. Select *Domain info* in the *Domain Settings* menu.
6. Go to the *Web Service* page and click the *Edit* icon in the *SSL* field.
7. Enter the certificate into the upper box of the form that opens and click *Upload*:



Note: For Equifax, also enter the certificate authority file; for COMODO.NET, also enter the rootchain certificate (Certificate Chain File).

8. Now you can use the sertificate jointly with the private key you have saved.

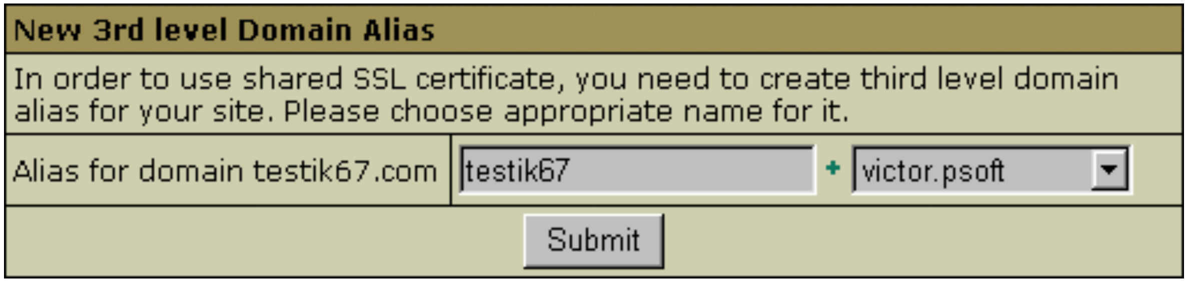
Using Your Provider's SSL Certificate (Shared SSL)

If your provider offers a Shared SSL certificate, you can use it instead of purchasing a certificate of your own. Unlike a regular SSL certificate, it costs less, doesn't require a dedicated IP, and belongs to an equally trusted Certificate Authority. The disadvantage of shared SSL is that it can be used only with third level domains.

To secure your site with Shared SSL, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable Shared SSL for the domain in the list.

4. Agree to charges, if any.
5. If you are using a second level domain (*example.com*), you will be asked to create a third level domain alias (e.g. *domainalias.example.com*):



Now the site is available both at the non−secured second level domain name (e.g. *http://example.com*) and at the secured third level domain alias (e.g. *https://example.victor.psoft*). Note that Shared SSL certificates work only within one domain level, i.e. for *user1.example.com* and **not** for *www.user1.example.com*. In the example above, the certificate will **not** work for *www.example.victor.psoft*, and your visitors will get the warning: "The name on the security certificate does not match the name of the site".

NOTE: When designing your pages set any internal links to images or frames as <a href='*https://user.domain.com/images/example.jpg*'> or simply <*a href='/images/example.jpg*'>. If you use the <*a href='http://...*> link, your visitors will get the message: "The page contains both secure and non−secure items". This isn't much of a problem in terms of security, since visitors may simply choose the "do not display nonsecure items" option, but no graphics will be displayed.

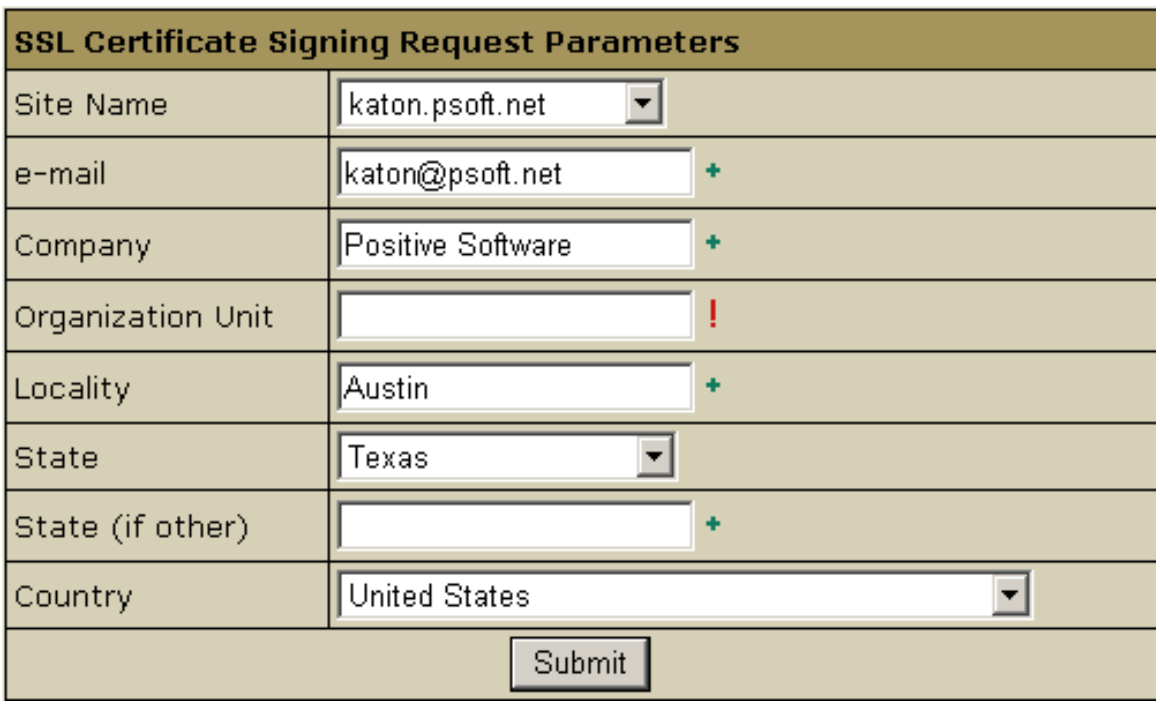
Related Docs: Array

Installing Comodo SSL Certificate

Related Docs: Array

To install a Comodo SSL certificate:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. Enable SSL for the domain in the list.
4. Agree to charges, if any.
5. Click the link at the top of the form that appears.
6. On the page that appears, confirm your details by clicking the *Submit* button:



SSL Certificate Signing Request Parameters	
Site Name	katon.psoft.net
e-mail	katon@psoft.net +
Company	Positive Software +
Organization Unit	!
Locality	Austin +
State	Texas
State (if other)	+
Country	United States
Submit	

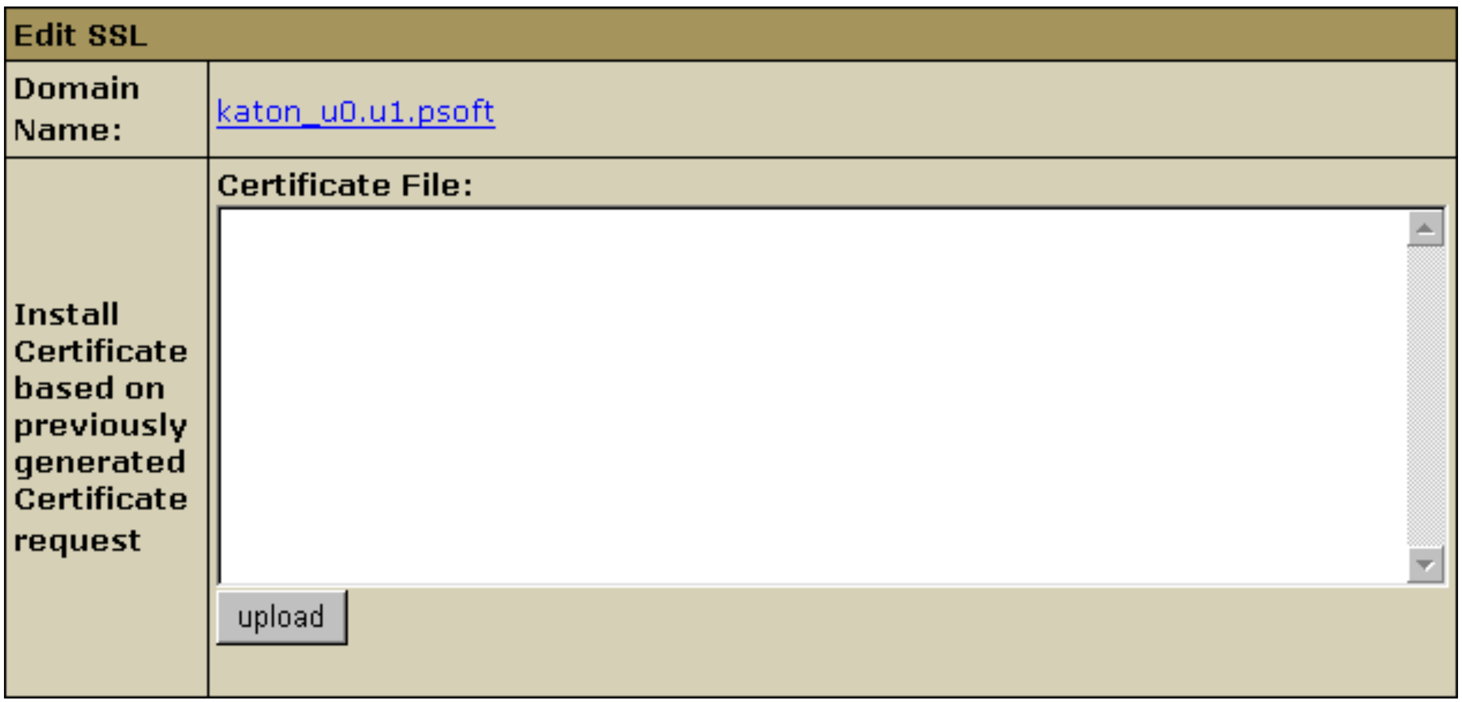
These data will be used to generate the certificate. Don't make changes to the data if you are not sure about the purpose of these changes.

7. Follow instructions that appear at the top of the next page.

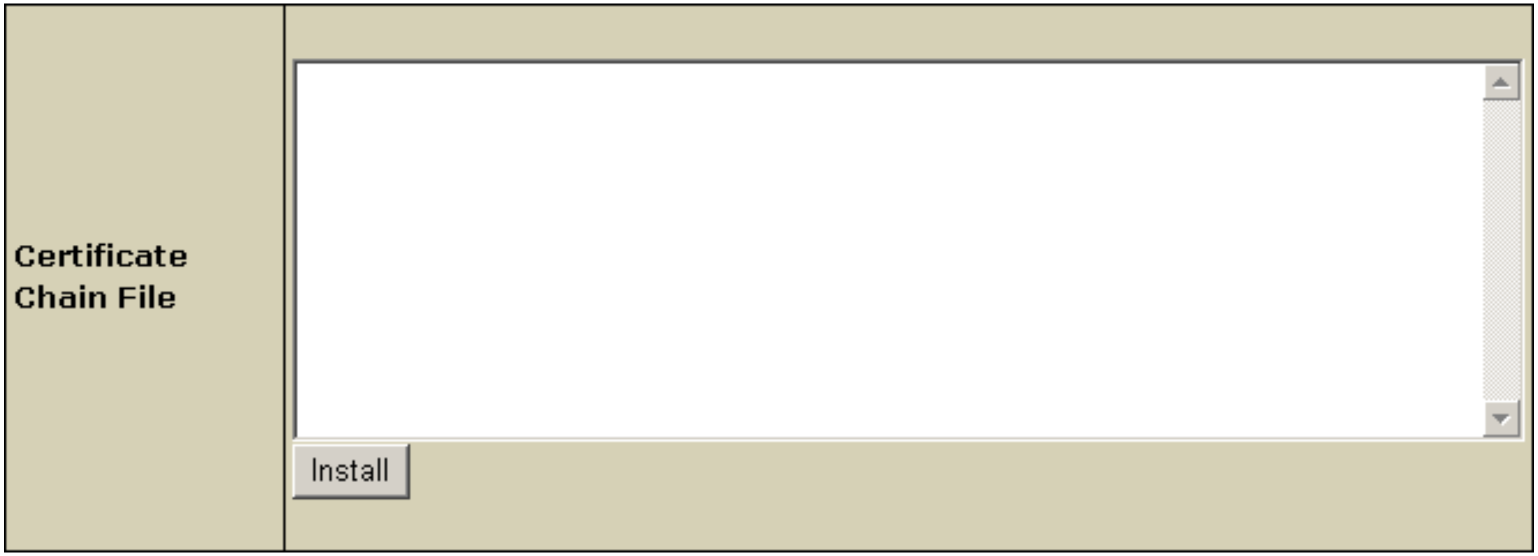

SSL Certificate Signing Request
-----BEGIN CERTIFICATE REQUEST-----
MIIB1zCCAUACAQAwgZYxCzAJBgNVBAYTAlVBMQswCQYDVQQIEwJOQTENMAsGA1UE
BxMETHZpdjEaMBgGA1UEChMRUG9zaXRpdmUgU29mdHdhcmUxFjAUBgNVBAsTDU5v
dCBzcGVjaWZpZWQxFzAVBgNVBAMTDnd3dy5paS5sdml2LnVhMR4wHAYJKoZIhvcN
AQkBFg9rYXRvbkBwc29mdC5uZXQwgZ8wDQYJKoZIhvcNAQEBBQADgY0AMIGJAoGB
AMPWlifPj43obbkUct1ztWW6Sq2NCA7NVwbflRuNHzj2RIOnJin1Z97IRN+iI3iQ
g/o+ySgW1HE1X5LuJvvug/qP3bjeuXm7CBx52WCJcYgw9R33mBfZZPWqT9fNhqGw
aZSWNNFPsFs/sajduxIlcb4HZBfrOSpyU9TPvHj6OtUXAgMBAAGgADANBgkqhkiG
9w0BAQQFAAOBgQC3ywZhJoj3LMdOTHVf6W3JTZfcKvyC6/MYcCxOtkGXqddhZdLV
Xga69SmyUFONLzDGtD/DBGoXtaRNQUlXwr2fYCkHRnnxRhNB6iuQTJkr1PyykOTk
SSL Server Private Key
-----BEGIN RSA PRIVATE KEY-----
MIICXgIBAAKBgQDD1pYnz4+N6G25FHLdc7VlukqtjQgOzVcG35UbjR849kSNJyYp
9WfeyETfoiN4kIP6PskoFtRxNV+S7ib77oP6j9243rl5uwgcedlgiXGIMPUd95gX
2WT1qk/XzYahsGmUljTRT7BbP7Go3bsSJXG+B2QX69EqclPUz7x4+jrVFwIDAQAB
AoGACTBRXU7U2oCOXUHDXfam5T4HcPsODJW/5pepBGDrvR14+/KBTOix1fcpnCCc
b3TAbIZzo8jmcOVjNZ6s/5ciZBNEtaGWR8YOqCWE7wKC+O/3+BKAjF8AkxUo8Dhv
N8CPo1rt/ImEi/+oxnRWKhUVrdoT3J6l3kmJuUsgPzNrDYkCQQDmgE1MD1piBc9A
GJ2OCWWgTpx934UUKP1LoMRUuuuPkS3SKiTTjA9ULCdAhgW/DEAUHn6XE+RgTrJq
JsWg6m9NAkEA2YCk6KvXOSu+hFcR+B+jHD2a0/9ubT3Lb5UR2+mVWGzYxhg0eg2x
OHcYH9yEQx4RKP5G88sZVImaNYDcQOZr8wJBAJV7HSW3SzEIfXgevp8T/QDyGhCT
Temporary SSL certificate
-----BEGIN CERTIFICATE-----
MIICwjCCAiugAwIBAgIBATANBgkqhkiG9w0BAQQFADBKMQswCQYDVQQGEwJVQTEN
MAsGA1UECBMETHZvdjENMAsGA1UEBxMETHZvdjEOMAwGA1UEChMFUHNvZnQxDTAL
BgNVBAMTBE9sZWcwHhcNMDEwNzAyMTYxOTU0WhcNMDIwNzAyMTYxOTU0WjCBljEL
MAkGA1UEBhMCVUExCzAJBgNVBAgTAk5BMQ0wCwYDVQQHEwRMdml2MRowGAYDVQQK
ExFQb3NpdGl2ZSBTb2Z0d2FyZTEWMBQGA1UECxMNTm90IHNwZWNpZmllZDEXMBUG
A1UEAxMOd3d3LmlpLmx2aXYudWExHjAcBgkqhkiG9w0BCQEWD2thdG9uQHBzb2ZO
Lm5ldDCBnzANBgkqhkiG9w0BAQEFAAOBjQAwgYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrYOIDs1XBt+VG4OfOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYIlxiDD1HfeYF9lk9apP182GobBplJYOOU+wWz+xqN27EiVx
Submit Query

- SSL Certificate Signing request. It includes the details that you submitted on the previous step. Use this request to get an SSL certificate from Comodo.
- SSL Server Private Key. This is the secret key to decrypt messages from your visitors. It must be stored in a secure place where it is inaccessible to others. Don't lose this key, you will need it if you get a permanent certificate.
- Temporary SSL Certificate. It validates your identity and confirms the public key to assure the visitors that they are communicating with your server, not any other party.

8. Copy the signing request and private key for later use.
9. Click *Submit Query*.
10. Go to http://www.instantssl.com/products/ssl.html and choose to get a new SSL certificate. When requested, enter the signing request that you have saved. You will be given an SSL certificate and a rootchain certificate.
11. Save your SSL and rootchain certificates to a secure location.
12. Select *Domain info* in the *Domain Settings* menu.
13. Go to the *Web Service* page and click the *Edit* icon in the *SSL* field.
14. In the form that opens, enter the SSL certificate into the box *Install Certificate based on previously generated Certificate request* and click *Upload*:



15. Enter the rootchain certificate into the box *Certificate Chain File* and click *Install*:



16. Now you can use the certificate jointly with the private key you have saved.

Related Docs: Array

Creating an Online Store

Related Docs: Array

Your control panel comes with two on–line store builders, Miva Merchant and osCommerce.

- Miva Merchant vs. osCommerce
- Setting Up Miva Merchant
- Setting Up osCommerce
- Updating osCommerce to version 2.2–MS1

** This document isn't a storefront management guide. It only explains how to run integrated e–stores from your control panel. For instructions on how to operate your on–line shop visit the corresponding company site.*

Miva Merchant vs. osCommerce

Your plan may allow you to create an online store with two online shop builders and managers:

on−line store	**Miva Merchant** www.miva.com/products/merchant version 4.xx **Miva Merchant** is a dynamic browser based storefront development and management system that allows merchants to create multiple online stores. Read the license.	**osCommerce** www.oscommerce.com version 2.2 (see below on how to update your version) **osCommerce** is an open source e−commerce solution and is released under the GNU General Public License (GPL).

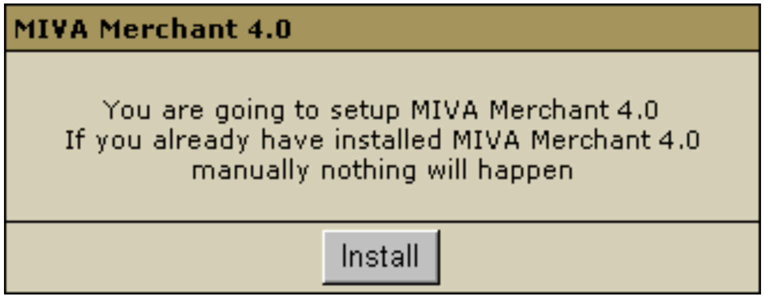
features	• Store management (simple wizards and sophisticated tools) • Account management (provide frequent shopper programs, discounted pricing and special product availability) • Catalog Management • Associating complimentary products to give shoppers the opportunity to purchase others that are similar . • Configuring multiple sales tax methods, configures multiple sales tax methods and instant order e−mail confirmations. • Secure transactions with SSL • Driving targeted shoppers to your store with a search engine and "shop box" that is displayed on popular web sites. • Affiliate Program • Inventory Tracking • Advanced and simple mode administrative interfaces • Product Attribute Template • Site Traffic and Sales Statistics • Quick Selection when administering your storefront • Calculating shipping costs as a percentage of the total order	• Add/Edit/Remove categories, products, manufacturers, customers, and reviews • Categories−to−categories structure • Statistics for products and customers • Dynamic product attributes • Tax zones, classes, and rates • Configuration parameters in database for remote editing • Not tied together with the catalog module (admin module can be installed on another server) • Payment and shipping modules • Backup tool • Customer accounts • Customer address books (other shipping destinations) • Order history • Temporary (not logged on) and permanent (logged on) shopping carts • Search catalog for products or manufacturers • Product reviews by customers • E−mail notifications • Foreseen checkout procedure • Secure transactions with SSL • Number of products in each category are shown • Bestseller lists • Display what other customers have brought (relating to the current product displayed

Setting Up Miva Merchant

To set up Miva Merchant, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.

3. Enable *Miva E−Shop* for your e−commerce domain.
4. Agree to charges. If you get the message "*Run out of MIVA Merchant licenses*", report to technical support.
5. Click the *Apply* link in the *Status* column.
6. Click the *Setup* icon that has appeared next to the domain name.
7. Click the *Install* button and complete the installation:

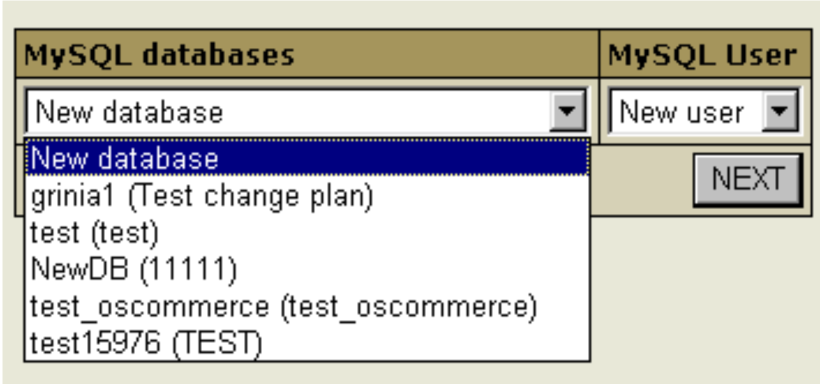


8. Click the *Edit* icon to configure your Miva shopping cart. Alternatively, you can do it using Miva administration panel. When it prompts you for a login and a password, enter those you use for your FTP account.
9. Click the *View* icon to see how your online store looks from the Internet.
10. To remove Miva Merchant database with all its entries, click the *Uninstall* icon.

Setting Up osCommerce

To set up osCommerce online shop, do the following:

1. Select *Domain info* in the *Domain Settings* menu.
2. Click the *Edit* icon in the *Web Service* field.
3. On the page that shows enable *osCommerce* for the online store domain.
4. Agree with charges, if any.
5. Create a database and a user. osCommerce uses MySQL databases to store your commercial data, such as products, catalogues, etc.



WARNING: Assigning a previously created MySQL database for use by osCommerce will clear contents of all its tables.

The databases used by osCommerce will show among your MySQL databases marked *"(Locked By osCommerce)"*.

You can manage osCommerce databases with any MySQL GUI client or the built–in phpMyAdmin control panel.
* For more information on MySQL please refer to MySQL Support chapter of this manual.
6. Set permissions to the "admin" directory using the htProtect utility. This is done to restrict public access to osCommerce configuration.

Now let's take a look at the osCommerce controls:

- **ON/OFF** – enable/disable the resource. Switching off your osCommerce will permanently remove all your osCommerce settings, databases, etc. So the next time you enable it, you'll have to configure it from scratch and you will be charged the osCommerce setup fee.

- **EDIT** – click the icon in case you somehow corrupted the templates and want to get them fixed. Also, use it if you have just set your e–shop to use SSL certificate. This option resets the config file using the current hosting settings and restores the osCommerce files from the bundle.

- **E–SHOP** – click the icon to go directly to your on–line store.

- **ADMIN** – click the icon to go to your osCommerce administrative panel.

Updating osCommerce to version 2.2−MS1

osCommerce 2.2 Milestone 1 contains lots of bugfixes, so if you run the prior version, we highly recommend you to update your online store building software to version 2.2−MS1:

1. Back up all your custom osCommerce settings.
2. In your control panel, go to the osCommerce settings page.
3. Choose the domain you are running your online store on and click the *Edit* icon. That will update osCommerce scripts.
4. Click the *Upgrade* icon. This will update osCommerce database:

Edit osCommerce		
Domain	**osCommerce**	**Status**
writers.psoft.net	ON EDIT UPGRADE E-SHOP ADMIN	OK

Important: Please make sure that your current osCommerce version is older than 2.2−MS1 before performing the upgrade.

When updating osCommerce IGNORE the following message:
Warning: Installation directory exists at: /hsphere/local/home/your_account_name/domain_name/catalog/install. Please remove this directory for security reasons.
Complete the update and only then remove this directory.

Related Docs: Array

Paying for Hosting

Related Docs: Array

This document answers the most important questions connected with billing:

- How do I pay?
- How do I create a billing profile?
- How do I enable automatic email invoicing?
- When do I pay?
- What do I pay for?
- How do I view my billing history?
- How do I view my overall charges?
- How do I become a pay user?
- How can I get my money back?

How do I pay?

You may have a possibility to choose between these types of payment:

- **Credit card** – this type of payment allows you to pay for resources online. Contact technical support if your credit card brand is not supported. Sometimes, the account may require system administrator to approve of your registration, in which case the account will not be available immediately.
- **Check** – you must send a check to the specified location. After the check is received, your account is made available for use. Check payments can be disabled.
- **Trial** – depending on the plan, trial registration may be disabled. If you don't like the services, you won't have to pay anything. If you like them and decide to become a pay user, you will be charged for the services you have used during the trial period. When the trial period expires, your account gets suspended and you receive a notification. See How do I become a pay user? for more.
- **PayPal** – this type of payment allows you to pay for resources via online payment provider. Your credit card info won't be stored in your billing profiles and billing info won't show in the control panel. In order to pay via PayPal, you should have a web–based Personal account registered in the PayPal system.
- **WorldPay** – this type of payment allows you to pay for resources via online payment provider. Your credit card and billing info won't be stored in your billing profiles. In order to pay via WorldPay, you should have a web–based Personal account registered in the WorldPay system.
- **2CheckOut** – you can pay via web–based payment provider if you have online account registered with 2CheckOut. When you are to pay, you are sent to the 2CheckOut website and all further payments take place beyond H–Sphere. The scheme of 2CheckOut account in H–Sphere is similar to a check account.

Important: If you choose to pay with *PayPal*, *WorldPay*, or *2CheckOut*, you need to make an advance payment not less than the registration fee. Until the payment gets processed, you won't have your account enabled and you won't be able to purchase hosting resources and services, including control panel account or domain registration.

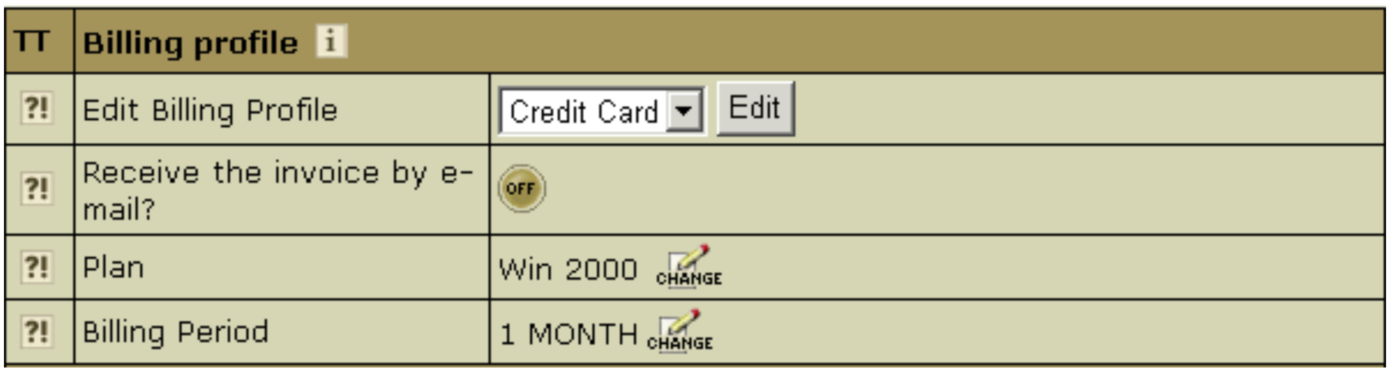
How Do I Create A Billing Profile?

Billing profile is the collection of details used to contact you on financial or related matters. You can have several billing profiles and use them in turn, activating the one you would like to be charged.

You can share one billing profile between your accounts, if you have more than one. This means you can pay with one card / receive bills at one address for all your accounts. Settings are configured individually for each billing profile.

If you sign up as a trial user, no billing profile is created. The system, however, keeps track of all your purchases and includes them into your bills available in the Online Invoice.

To edit a billing profile, select *Billing Profile* in the *Billing* menu. You would be taken to a page similar to this:



- **Edit Billing Profile**: After the edit, the old data will be preserved in an old billing profile.
- **Receive the invoice by e–mail?**: With this option ON, you will receive invoices that will inform you of accruals, charges and your current balance status.
- **Change Billing Profile**: If you activate an alternative billing profile, the current one becomes deactivated.
- **Delete Billing Profile**: Permanently delete the billing profile you don't need any more.

How Do I Enable Automatic Email Invoicing?

To receive invoices by email, do the following:

* Select *Billing Profile* in the *Billing* menu.
* On the page that shows, click the *OFF* icon to Enable *Receiving the invoice by e−mail.* With this option ON, you will receive invoices by email.

When Do I Pay?

Upon the account activation, your new billing period opens. It defines WHEN the system charges the fees. For fee types see Online Price.
A new billing period opens:

* when your account is activated after signup
* when your suspended account gets resumed
* when you switch to another plan
* when you change your billing period

A billing period closes:

* when you quit hosting
* when your account gets suspended
* when you switch to another plan
* when you change your billing period

What Do I Pay For?

To see your plan's prices, select *Online Price* in the *Billing* menu. The following table will appear

Resource prices							
Resource	Units			Fees			Refund Percentage
	Free	In use	Max	Setup	Recurrent	Usage	
Actual account		1		$5.00			100%
Domain	5	1		$10.00	$2.00		100%
User Account		1		$5.00			100%
IP Address		0		$1.00	$1.00		100%
Hosting		1				$5.00	100%
CGI Resource		1		$1.00	$1.00		100%
PHP Module		1		$1.00	$1.00		100%
OpenSRS registration		1		$20.00			100%

- **Free**: the minimum number of units you initially get for free.
- **In Use**: the number of units you are currently using.
- **Max**: the maximum number of units you can have.
- **Setup**: single–time amount payable at the moment when a unit of this specific resource is purchased **beyond free units**.
- **Recurrent**: the amount payable at the beginning of each payment period for this type of resource. If a resource is purchased in the middle of the payment interval, the recurrent fee is calculated for the period from this moment to the end of the payment interval. Recurrent fee is refundable adjusted for refund percentage (see below).
- **Usage** (i.e. extra): payment for every unit of this resource used over the set quota. It is charged:
  – at the end of each billing period;
  – when you change to a different plan;
  – when you delete this resource, in which case it is calculated for the period from the beginning of the payment interval to the moment of resource deletion or plan change.
  Usage fee is nonrefundable.
- **Refund Percentage**: If you delete this resource, you will be returned recurrent fee adjusted for the refund percentage for the days left to the end of the current billing period when you quit using the resource.

  E.g.: Your billing period is 1 month long. It started on November 1 and will be closed on November 30. Recurrent fee for dedicated IP is $3. At the beginning of your billing period you were charged $3 for dedicated IP. On November 10 you are switching to shared IP. With 10% refund you will get back $0,2.

Refund is calculated according to the following formula:
money to be refunded = (recurrent fee x time left to the closure of the billing period)/ duration of the billing period.
IMPORTANT: Refunds are not placed on credit card accounts. Instead, money is either put on your hosting account balance or is sent to you by check.

Empty *Fees* fields mean that nothing is charged for this resource. If all fields for a specific resource are empty, this resource is completely free.

Billing is the same for most resources. However, some resources have a special nature that requires a different billing scheme:

Resource	**Free**	**In Use**	**Max**	**Setup**	**Recurrent**	**Usage**	**Refund**
Standard resources	Units that you get for free	Units you are currently using	Maximum number of units you can have	Charged when you purchase a new unit of this resource beyond free units	Charged at the beginning of each billing period for each unit beyond free units	Charged at the end of each billing period for each unit beyond free units	% of the recurrent fee for the remaining part of the billing period debited to your account when you cancel the resource
Dedicated IP Address	Number of dedicated IPs that you get for free	Number of dedicated IPs you are currently using	Maximum number of dedicated IPs you can have	Charged when you purchase a new dedicated IP beyond free units	Charged at the beginning of each billing period for each dedicated IP beyond free units	Charged at the end of each billing period for each dedicated IP beyond free units	% of the recurrent fee for the remaining part of the billing period debited to your account when you switch to

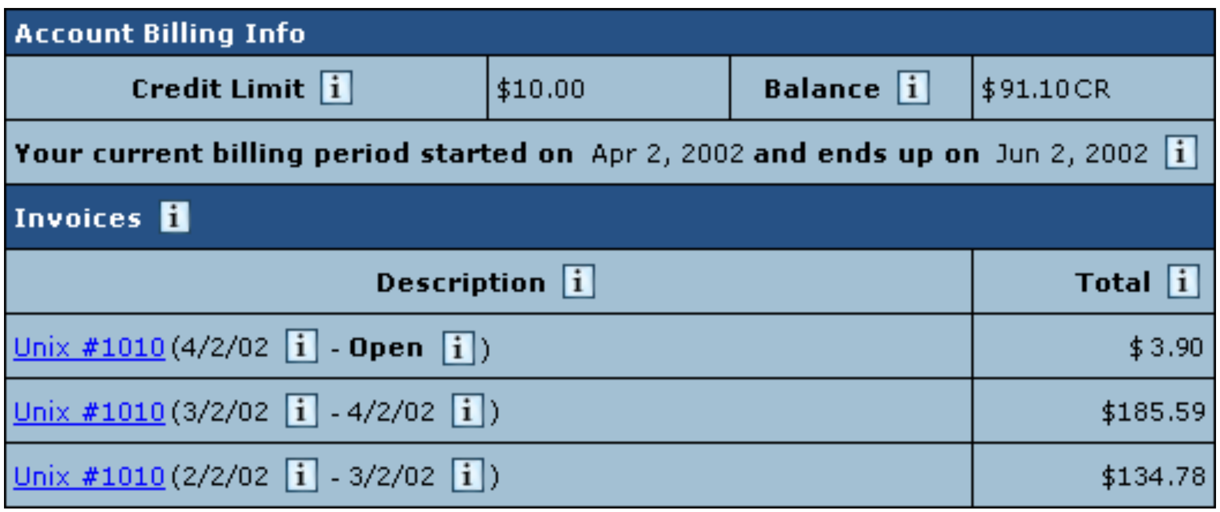
							shared IP or otherwise cancel this resource
OpenSRS	N/A	Domains registered with OpenSRS	N/A	The cost of domain registration for 1 year	N/A	N/A	% of the prorated recurrent fee for the remaining part of the billing period debited to your registration with OpenSRS
Web quota Mail quota Real quota	MB of disk space that you get for free	MB of disk space that you are currently subscribed for. The size of your web site must be smaller than web disk quota by at least a couple of megabytes to ensure correct performance of web statistics packages, such as Webalizer or ModLogAn	MB of disk space you can have. For web quota, this amount includes both your web site and web statistics files	N/A	Charged at the beginning of the billing period for the difference between the limit and the free units	Charged at the end of the billing period for the amount used beyond free units	% of the recurrent fee for the remaining part of the billing period debited to your account for each canceled megabyte of disk quota
Traffic (all kinds)	GB of traffic you don't pay for	Prorated GB of traffic booked for the current billing month. The billing	N/A	N/A	Charged once at the beginning of the billing period for the	Charged at the end of each month of the	% of the recurrent fee for the

		month can start on any day of the calendar month			difference between the limit and the free units. This is what you pay for 1 GB of additionally booked traffic	billing period for the prorated amount you run up beyond the limit	remaining part of the whole billing period
MySQL/ PGSQL db quota	MB of database disk space you get for free	MB of database space that you are currently subscribed for	MB of database space you can have	N/A	Charged once at the beginning of the billing period for the difference between the limit and the free units	Charged at the end of each month of the billing period for the amount you use beyond the limit.	% of the recurrent fee for the remaining part of the billing period debited to your account for each canceled megabyte of database quota
MS SQL db quota	MB of database disk space that you get for free	MB of database space that you are currently subscribed for. The size of all your MS SQL databases can take no more than half of the MS SQL database quota, leaving the rest of the space for transaction logs	MB of MS SQL database space you can have. This includes both your databases and transaction log files	N/A	Charged once at the beginning of the billing period for the difference between the limit and the free units	N/A	% of the recurrent fee for the remaining part of the billing period debited to your account for each canceled megabyte of database quota

Real User	Simultaneous connections to RealServer that you get for free	Simultaneous connections to RealServer that you currently have	Simultaneous connections to RealServer that you can have	N/A	Charged at the beginning of the billing period for the difference between the limit and the free units	N/A	% of the recurrent fee for the remaining part of the billing period debited to your account when you cancel the resource

How do I view my billing history?

To see your charges by billing profiles for one account, select *Online Invoice* in the *Billing* menu. An invoice consists of consequent bills:



Balance shows how much money you have on your balance. A negative balance shows how much you owe for the services used. This is usually appropriate for users who pay by check and for credit card users whose credit cards failed to be charged.
Credit restricts your ability to buy new resources in case your credit card fails to be charged or you have run out of your 'check' money.

- **Description**: the name of your current account.
- **Amount**: the amount accrued for the billing period. This amount consists of accruals for all resources, including the setup, recurrent and usage fee. However, it does not include or depend on factual charges, nor is it related to debits and credits to the account. For example, if you were accrued $10 setup fee, the Amount will show **$10.00**, even if your credit card has been immediately credited by this amount.
- **From**: the beginning of the payment period.
- **To**: the end of the payment period. In the example illustrated above, *Opened* means that the billing period has not finished.

A new bill is created for every new payment interval The initial setup fee is put in a separate bill.

To view details of any bill in the invoice, click its Description in the first column. The picture below illustrates details of the initial setup bill:

Here is the statement for your Unix account from Apr 2, 2002 until Now

Account ID	Plan	Opening Balance	Changes	Closing Balance
		money on your balance at the beginning of this billing period	the difference between opening and closing balance	money on your balance affected by billing transactions during this billing period
1010	Unix	$40.00 CR	$51.10 CR	$91.10 CR

Your activity for your Unix account from Apr 2, 2002 until Now

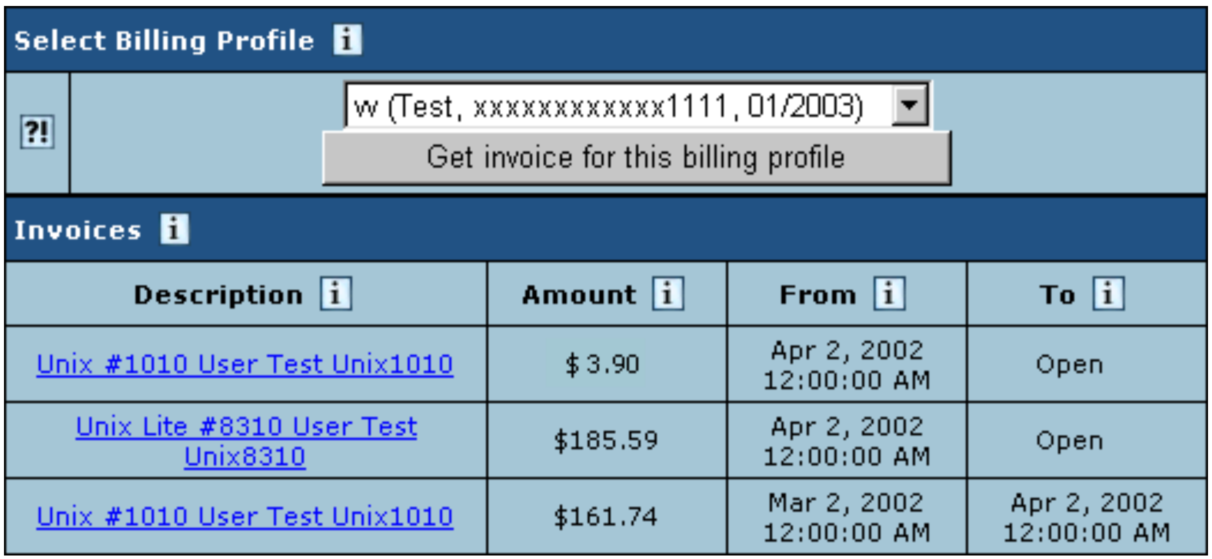
Date	Description	Debits	Credits	Taxes	Balances
time and date of the transaction	type of fee [resource/service which you are debited/credited for] - the period this transaction applies to -notes on what called the transaction	tax-free debit accrual	tax-free credit accrual	transaction tax	balance affected by this transaction and tax
4/2/02 3:21 PM	Usage Fee [hosting] (3/13/02 - 4/2/02) *Changing billing period from 1 MONTH to 2 MONTH*	$2.00		$0.20	$37.80
4/2/02 3:21 PM	RefundAll [frontpage] (4/2/02 - 4/13/02) *Changing billing period from 1 MONTH to 2 MONTH*		$5.00	($0.50)	$43.30 CR
4/2/02 3:21 PM	Credit, Check # 123456789		$50.00	$0.00	$93.30 CR
4/8/02 2:12 PM	Setup fee for osCommerce for newdns.com	$1.00		$0.10	$92.20
cancelled transaction is ignored in invoice calculations and doesn't affect it in any way					
4/18/02 6:04 PM	Setup fee for mnogoSearch for test.ultra.psoft	$2.00		$0.20	$91.10
Ending balance as of Apr 25, 2002		[illegible]	$55.00	- $00.10	$91.10
		total tax-free debit accruals for this	total tax-free credit	total taxes for this billing	money on your balance

Total shows the amount due for factual services offered. It does not include most of the items highlighted by yellow, such as items that were immediately charged off the credit card, credits or debits to the account balance by the administrator, etc.

*To get a printable version of your bill, click the Printer icon in the bill header which will open it in a separate window suitable for immediate printout (version 2.08 and higher).

How Do I View My Overall Charges?

To view charges for all your accounts, select *Online Sum invoice* in the *Billing* menu then select the billing profile. If you are just starting with your account, you will see something like this:


Select Billing Profile

w (Test, xxxxxxxxxxxx1111, 01/2003)

Get invoice for this billing profile

Invoices

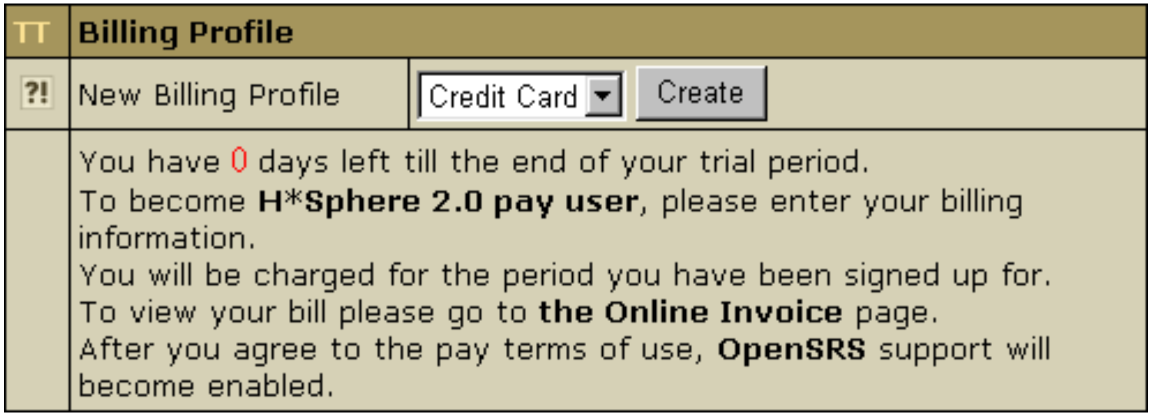
Description	Amount	From	To
Unix #1010 User Test Unix1010	$ 3.90	Apr 2, 2002 12:00:00 AM	Open
Unix Lite #8310 User Test Unix8310	$185.59	Apr 2, 2002 12:00:00 AM	Open
Unix #1010 User Test Unix1010	$161.74	Mar 2, 2002 12:00:00 AM	Apr 2, 2002 12:00:00 AM

Select the profile from the box and press the *Get Invoice* button.

The Online Summary Invoice page will display your bills for all accounts.

How do I become a pay user?

If you are a trial user, you will get this window at the end of the trial period:



This means you need to become a pay user. For this, all you need to do is create a billing profile using the *Billing Profile* utility.

- *Check payments:* You need to send a check payment for the amount due plus, if possible, an amount to cover possible future costs. After the administrator receives your payment and credits it to your account, you will become a pay user.
- *Credit card payments:* If the credit card is valid, the outstanding amount is charged, and you will become a pay user.

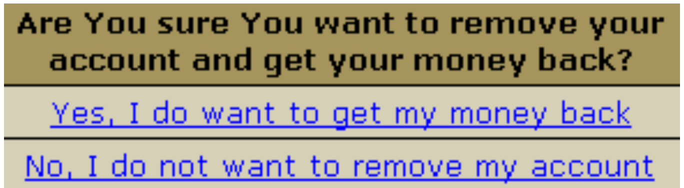
In either case, if the account was suspended, it resumes.

How Can I Get My Money Back?

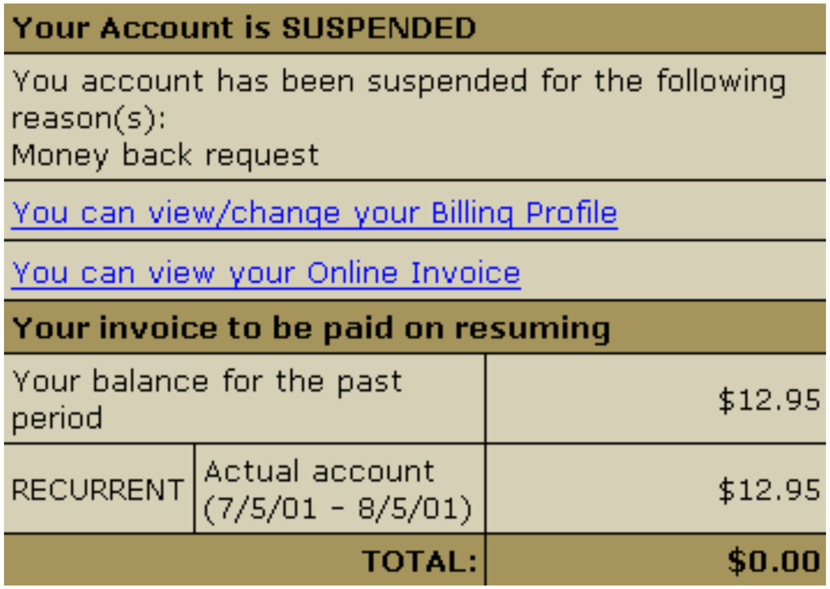
When using H−Sphere, you can claim all your recurrent and usage payments back if you decide to quit hosting during the Money Back period. Mind that the setup fees for any resources will not be returned.

Not all plans allow to claim money back. To find out whether this feature is available under a plan, go to the signup/login page and click the link that says: *To compare available hosting plans and price schemes, please click here*. In the form that appears, check the boxes to the plans you want to compare or click the Plan group link to compare grouped plans and their price schemes. In the first section of the chart that appears find *Money Back Guarantee*.

To claim the money back, click *Money Back* on the control panel home page. The following page will appear:



After you click the first link, your account will be suspended:



The amount due will be sent by check to the address you specified in the *Billing Info*.

Related Docs: Array

Getting Technical Support

Related Docs: Array

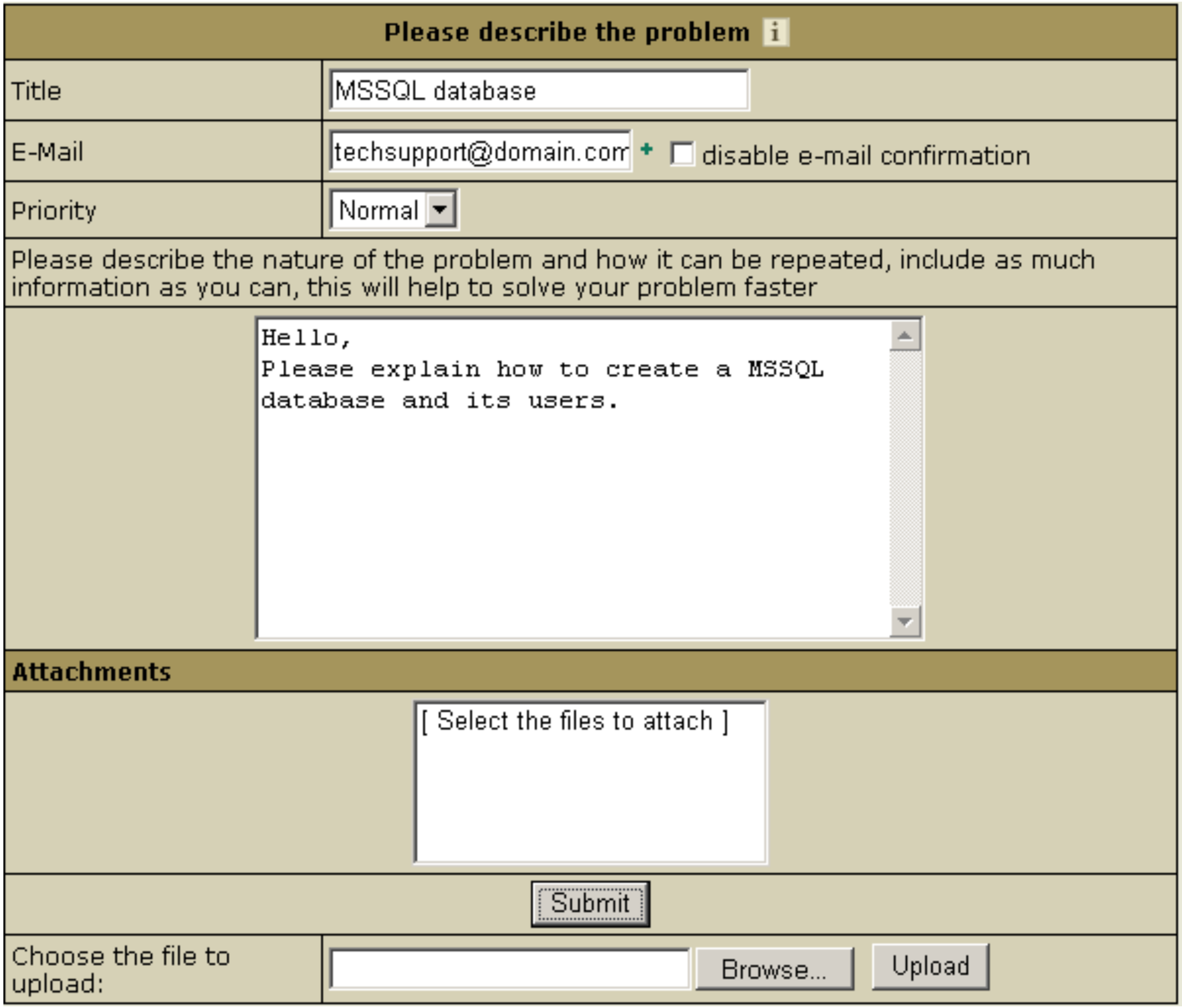
Your control panel comes with an integrated support center that allows you to communicate your problems to the technical support using a web browser.

- Sending Trouble Tickets
- Following up Trouble Tickets
- Closing Trouble Tickets

Sending Trouble Tickets

To report a problem, do the following:

1. Select *Make a Ticket* link in the *Support Center* menu.
2. On the page that appears, compose the problem report:



- ♦ *Title*: the subject of your trouble ticket message.
- ♦ *E−mail*: your e−mail address. It is required if you want to receive an e−mail confirmation that your trouble ticket was received by the technical support.
- ♦ *Disable email confirmation*: check this box if you do not want to receive the e−mail confirmation upon receiving tickets.

- ♦ *Priority*: state how important or urgent it is for you to have this problem taken care of.
- ♦ *Question*: enter a question or describe your technical problem

  .
  Important: (available in version 2.3 and higher) when posting a trouble ticket, do not enter texts in HTML. Support system will not transform it into the plain text, but post it as it is. E.g: entering <i>problem</i> will show up in a trouble ticket only as <i>problem</i> which will make it difficult for TechSupport staff to read. Use it only when HTML tags are important.
- ♦ *Attachment*: (available in version 2.3 and higher) you can add it if a trouble ticket was sent to you by email. Users with web−based TechSupport system won't be able to retrieve it.
    1. Click *Browse* at the bottom of the ticket;
    2. Choose the file;
    3. Click *Upload*. The filename shows in the *Attachments* section.

  Note: if a ticket was created in a control panel, the user will view this TT in a web−based interface and won't be able to view the attachment.

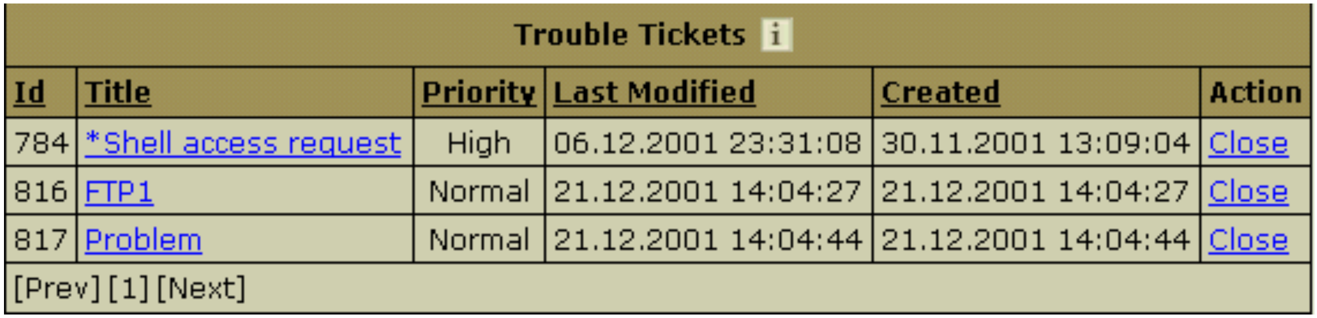
3. Click *Submit*. Your ticket will be sent to the technical support.

Alternatively, you can launch the trouble ticket composer from virtually any place in your control panel:

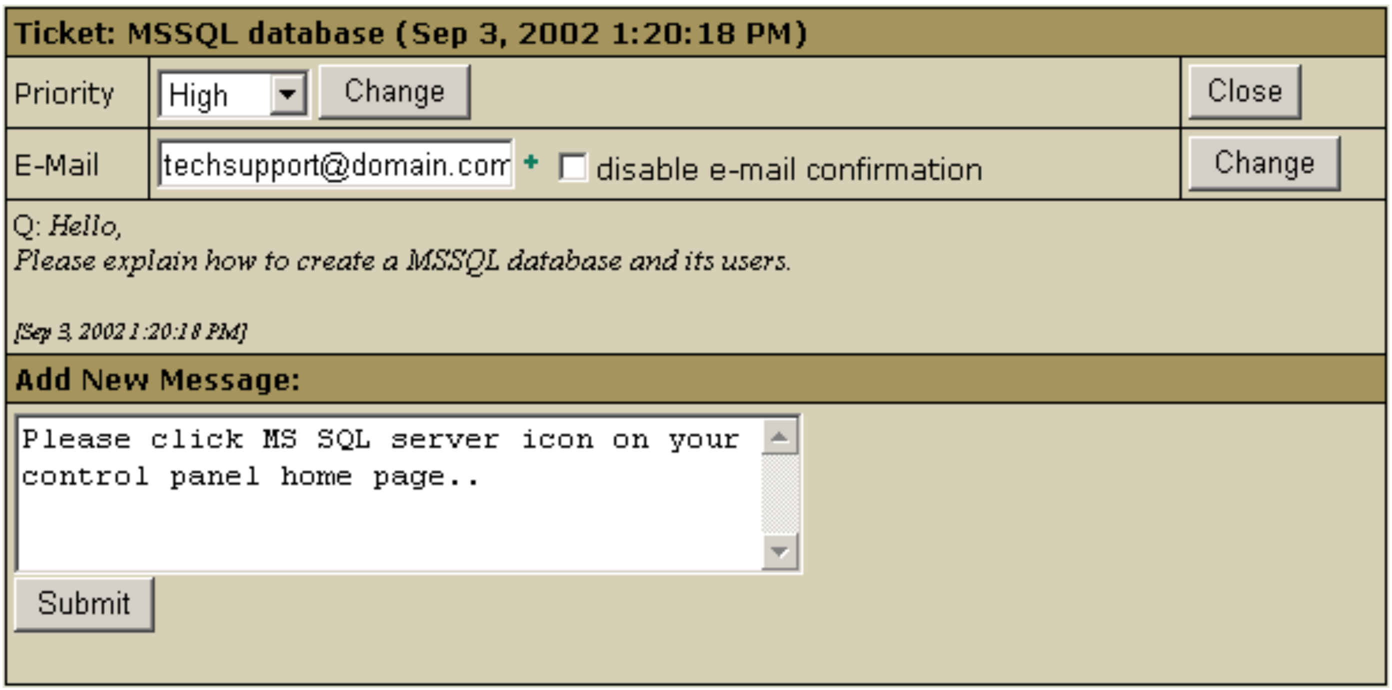
Following Up Trouble Tickets

To see your trouble tickets and answers to them, do the following:

1. Select *Trouble Tickets* link in the *Support Center* menu.
2. On the Trouble Tickets page that appears, click column headers to sort your trouble tickets:



3. Click the corresponding trouble ticket title.
4. Enter a follow–up trouble ticket in the box that appears:



5. Click *Submit*.

Closing Trouble Tickets

Once you've answered a ticket and don't need it any further, you can close it. There are two options:

- Select *Trouble Tickets* in the *Support Center* menu. In the list of tickets, click the *Close* link on the right.
- Open a trouble ticket and once you answer it, click the *Close* button in the right upper corner.

Closed trouble tickets are regarded as deleted and are not available for your viewing.

Related Docs: Array

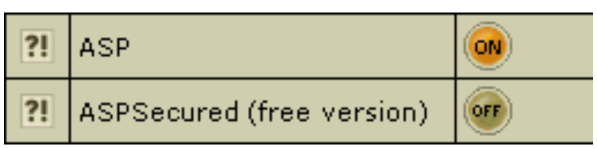
Securing your ASP pages with ASPSecured

* *Applied to Widows accounts only.*

This document provides step–by–step instructions on how to obtain ASPSecured, a third–party add–on integrated into your hosting system to secure your site's *.asp* pages (*read more about features you get with ASPSecured*}

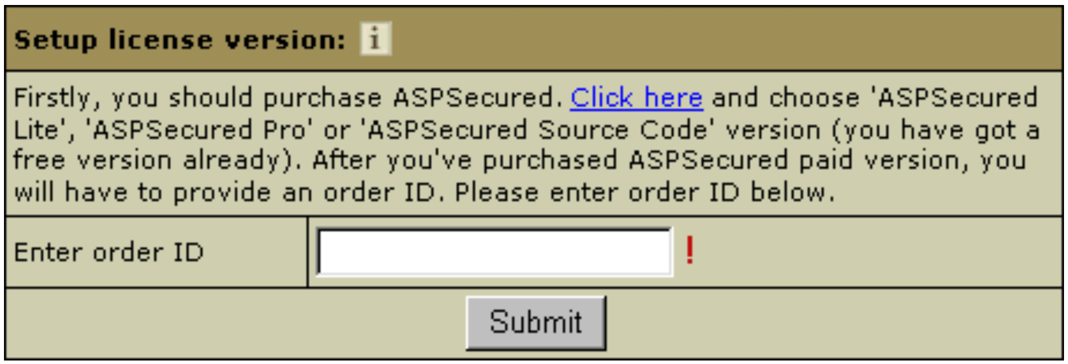
ASPSecured provides free trial and paid versions (*read more about ASPSecured licenses*)

1. To obtain free trial ASPSecured version, go to *Web Service/Option* page.
* *Make sure ASP is enabled for your domain (Web Service/Option page –> ASP turned ON)*



2. Turn the *ASPSecured* ON.

3. To obtain full featured ASPSecured paid version, click the *Add* icon for a licensed version.
4. You'll be asked to enter order ID.
** To obtain order ID, follow the link in the form. On filling in the required forms, you'll be issued the unique ID.*



5. On entering the obtained unique ID, appropriate version of ASPSecured will be installed for your domain:

Obtaining Direct Access To Server

Related Docs: Array

This document aims at advanced users and covers the following topics:

- Accessing Your SSH Account (Shell Access)
- Running Your Shell Scripts With Crontab

Accessing Your SSH Account (Shell Access)

SSH Telnet is a secure form of Telnet, using an RSA key. It is a more powerful means of access than FTP in that it allows running scripts, etc. As such, SSH allows more possibilities for error, and actions which may cause harm to the server. SSH access to an account is a privilege which can be revoked if user's activities appear detrimental to the health of the server.

To request shell access to the server, do the following:

1. Select *FTP in FTP/User Account* menu.
2. Enable *Shell Access*.
3. Agree with charges, if any.
4. Click the *Request Status* link to learn if your request has been processed. In case of approval, *Shell Access* will become enabled:

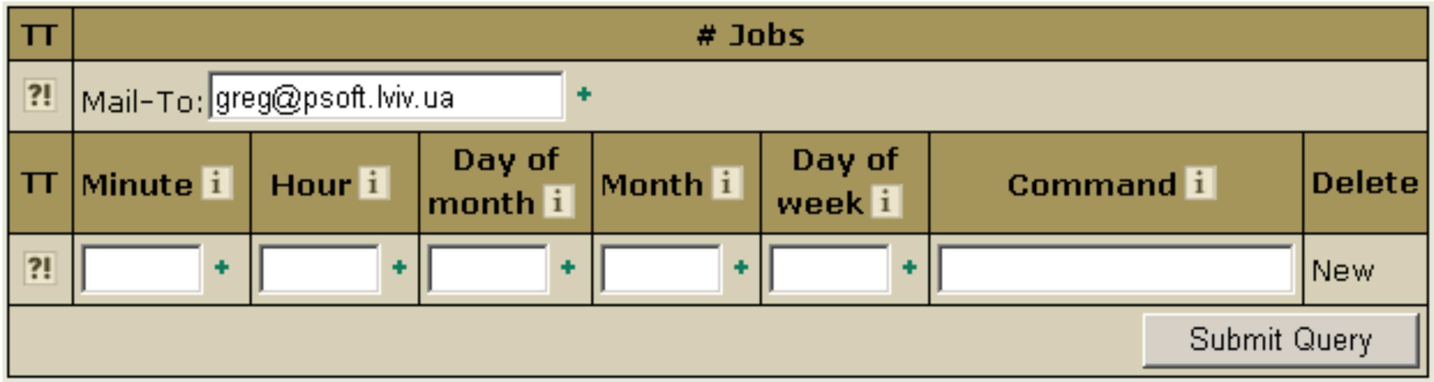
Running Your Shell Scripts With Crontab

Crontab allows you to clock and run your own Unix shell scripts automatically. It is available only in Unix−based plans and requires the knowledge of Unix shell commands.

To enable crontab jobs, do the following:

1. Select *FTP in FTP/User Account* menu.
2. Enable *Crontab*.
3. Agree with charges, if any.

4. Click the *Edit* icon for *Crontab*.
5. On the page that appears, add the crontab job:



The *Mail−To* address is where the system will direct reports if errors occur.

Related Docs: Array

