

H-Sphere Left Menu Guide

H-Sphere user guide explains how to administer the extensive features of your control panel 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.

Starting with your account: [setting your temporary index page](#), [uploading your site](#), [contents of your home directory](#).

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Managing FTP: [FTP sub-accounts](#), [virtual FTP](#), [anonymous FTP](#), [anonymous FTP Upload Facilities](#).

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Mail Autoresponders: [creating mail autoresponders](#), [editing autoresponders](#).

MySQL databases: [creating MySQL database and its users](#), [editing MySQL databases \(phpMyAdmin\)](#), [MySQL disk quota](#), [changing user passwords](#), [user privileges](#).

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Microsoft SQL databases: [creating Microsoft SQL logins](#), [creating Microsoft SQL databases](#), [adding MS SQL database users](#), [MS SQL quota](#), [managing MS SQL databases \(MS SQL Manager\)](#) [ODBC DSN Records](#).

Securing data through SSL: [using existing key and certificate](#), [temporary key and certificate](#), [permanent](#)

Manipulating pages: [redirect URL](#), [directory indexes](#), [error pages](#), [Server Side imagemap](#), [MIME types](#).

Dynamic web content: [CGI scripts](#), [PHP scripts](#), [ASP \(Active Server Pages\)](#), [ASP.NET](#), [ColdFusion](#), [SSI \(Server Side Includes\)](#).

Preinstalled CGI scripts [Counter](#), [Guestbook](#), [FormMail](#), [Forum](#), [phpBB forum](#), [mnoGoSearch](#), [FrontPage Extensions](#).

Traffic: [summary traffic](#), [traffic cycle](#), [traffic limit](#), [Throttle policy](#).

Disk space: [summary disk usage](#), [FTP or disk quota](#), [mailbox quota](#), [DB quota](#).

Mailboxes: [creating mailboxes](#), [configuring mailboxes](#), [creating mail autoresponders](#), [editing autoresponders](#), [configuring Outlook Express](#), [configuring Netscape Mail](#), [configuring Eudora Mail](#).

Forwards: [creating forwards](#), [configuring forwards](#), [setting multiple addresses](#).

Starting with Your Account

Related Docs: • [FTP: Sharing Access to Your Home Directory With Others](#)

[certificates](#), [renewing permanent certificates](#), [shared SSL Comodo SSL certificates](#).

Online commerce: [compare Miva Merchant and osCommerce](#), [Miva Merchant](#), [osCommerce](#), [updating osCommerce](#).

Paying for hosting: [billing profile](#), [automatic email invoicing](#), [billing periods](#), [resource prices](#), [billing history](#), [viewing overall charges](#), [becoming a pay user](#), [getting your money back](#).

Getting technical support: [sending trouble tickets](#), [following up trouble tickets](#), [closing trouble tickets](#).

Securing your .asp pages with ASPSecured

Obtaining direct access to server: [accessing your SSH account \(Shell Access\)](#), [running your Shell scripts with Crontab](#).

Virtual Private Servers: [checking VPS status](#), [adding custom DNS Records](#) [changing root password](#), [adding VPS IP](#), [changing server limits](#).



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 we 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:

Login to your Control Panel
<p>Login</p> <input type="text"/>
<p>Password</p> <input type="password"/>
<p> Login</p>
<p>Forgot your password?</p>
Launch Site Builder
<p>Password</p> <input type="password"/>
<p> Login</p>

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 account. 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: • [FTP: Sharing Access to Your Home Directory With Others](#)

Control Panel Basics

Related Docs: • [Starting with Your Account](#)

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 skins offer different control panel navigation. To change the 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: • [Starting with Your Account](#)

Registering Domains

Related Docs: • [Configuring Domains](#)

To add a new domain name to your account:

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

<input type="radio"/> Account Info
<input type="radio"/> Support Center
<input type="radio"/> FTP/User account
<input type="radio"/> MySQL Database
<input type="radio"/> MSSQL Database
<input checked="" type="radio"/> Domain Settings
Domain Info
Add New Domain
Trace Route
Submit URLs
<input type="radio"/> Billing
<input type="radio"/> Mail Info
<input type="radio"/> Logout

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:

Domain Name Registration	
Register a second-level domain, e.g. <i>yourdomain.com</i> .	
Domain name	www. <input type="text"/> ! . com <input type="button" value="v"/>
<input type="button" value="Submit"/>	

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:

Other Domain Name Registration & Transfer	
Transfer a domain you already have	
Domain name	www. <input type="text"/> !
<input type="button" value="Submit"/>	

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:

Third Level Domain Name Registration	
Register your own domain based on a domain name we are offering, e.g. <i>yourdomain.providersdomain.com</i>	
Domain name	www. <input type="text"/> ! <input type="text" value="writers.psoft"/>
<input type="button" value="Submit"/>	

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:

Stopgap domain registration

Click to host a site without a domain name. It will have no DNS zone or mail service, but you'll be able to FTP, configure and view it from the Internet by an instant domain alias that looks similar to *123.unnNNN.providersdomain.com*. Also, there is a possibility to make the site accessible by dedicated IP.

Submit

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:

Domain parking

Register a domain for your site that is hosted elsewhere. This will create a DNS zone that will map this domain to the IP of the server where your site is hosted.

Domain name

!

Domain IP address

!

Submit

Creating Accounts Without Domains

At signup, you can create an account without any domain. If you choose this option, your account will have FTP and disk space. But you won't have:

- DNS zone
- Virtual and Anonymous FTP
- Mail service

- ODBC support

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

Related Docs: • [Configuring Domains](#)

Configuring Domains

Related Docs: • [Editing DNS settings](#)

This document covers the following topics:

- [Removing domains](#)
- [Instant domain aliases](#)
- [Creating subdomains](#)
- [Shared and dedicated IP hosting](#)
- [Domain aliasing](#)
- [Server aliasing](#)
- [Renewing 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.

Remove web content	
Check the boxes next to the domains you would like to remove web content for	
<input type="checkbox"/>	pro.writers.psoft.net
<input type="button" value="Submit"/>	

- ◆ 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	<ul style="list-style-type: none"> • can be used for virtually unlimited number of virtual hosts; • easy to configure and use; • requires no additional hardware or software; • can be used for free. 	<ul style="list-style-type: none"> • does not support Virtual FTP; • does not support SSL protection.
Dedicated IP	<ul style="list-style-type: none"> • supports Virtual FTP • supports SSL 	<ul style="list-style-type: none"> • 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* in the *Domain Settings* menu.
2. If you have several domains, choose the one to enable virtual FTP for.

3. Click *Change to Shared IP* in the *IP Address* field:

?! Sub Domains	Add
?! IP Address	10.128.130.27 (Dedicated IP) CHANGE to Shared IP

4. 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*:

New Domain Alias	
Alias for domain "your.domain.com"	www.your.domain.alias.net
Create DNS zone (recommended)	<input checked="" type="checkbox"/>
New Mail Domain Alias	<input type="checkbox"/>
<input type="button" value="Submit"/>	

- ◆ 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.

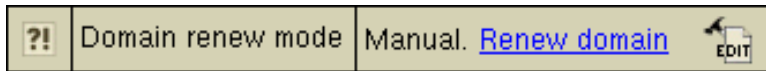
New Alias	
New Alias	<input type="text"/> .writers.psoft.net
<input type="button" value="Submit"/>	

Renewing 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 renew 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 renew 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 ▼
<input type="button" value="Submit"/>	

- ◆ *Renew/registration date*: the date you registered your domain or last time renewed the domain registration.
- ◆ *Registration/last renew period in years*: the period you registered or last time renewed 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 renew the domain registration.
- ◆ *Renew domain for this many year(s)*: set the period you'd like to renew 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	<input checked="" type="radio"/> Automatic. 4 <input type="radio"/> Manual.
<input type="button" value="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 *Yes* in the *Affect Owner Info* entry:

UpdateContact Info	
	<input type="button" value="Submit"/>
AffectOwnerInfo	<input checked="" type="radio"/> Yes <input type="radio"/> No

Related Docs: • [Editing DNS settings](#)

Editing DNS Settings

Related Docs: • [Configuring Domains](#)

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:

Edit Domain		
	Domain Name:	testing.org 🔍
	Sub Domains:	
?!	IP Address	10.128.4.30 (Shared IP) CHANGE to Dedicated IP
	DNS configuration	
?!	Name Servers	ns1.hs.3wcorp.net ->10.128.0.2
?!	Web Service:	 
?!	Transfer HTTP	0 MB used out of 1 GB limit 
	HTML Directory Name	/hsphere/local/home/rodion/testing.org
?!	FTP	Your FTP password is same as your unix password, your FTP site is ftp.testing.org

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:

New custom A DNS record				
\$ORIGIN katonchik.lviv.ua				
Name	TTL	Class	Type	Data
<input type="text"/> !	<input type="text" value="86400"/>	IN	A	<input type="text"/> !
<input type="button" value="Submit"/>				

- **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:

New custom MX DNS record				
\$ORIGIN katonchik.lviv.ua				
Name	Class	Type	Data	
<input type="text"/>	IN	MX	<input type="text"/>	<input type="text"/>
<input type="button" value="Submit"/>				

- **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:

New custom CNAME DNS record				
\$ORIGIN katonchik.lviv.ua				
Name	TTL	Class	Type	Data
<input type="text"/>	86400	IN	CNAME	<input type="text"/>
<input type="button" value="Submit"/>				

- **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: • [Configuring Domains](#)

Creating, promoting and managing your site

Related Docs: • [Starting with Your Account](#)

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 and htProtect to protect any directory on your site](#)
- [Webalizer, ModLogAn, and Urchin to track and report your website statistics](#)
- [Reverse Traceroute to troubleshoot your domain](#)
- [Site Toolbox to promote your website and increase site attendance](#)

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 and htProtect

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.

Starting from H–Sphere version 2.3, htProtect utility is integrated into WebShell. Protect utility allows you to password–protect any directory on your site so only authorized visitors can open its content with their browsers.

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

WebShell and Protect manuals are available from the WebShell interface, *Help* button.

Webalizer, ModLogAn and Urchin Web Analyzers

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.

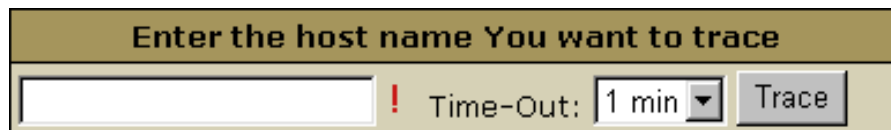
Note: To use Urchin, you need to buy a license.

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:



Enter the host name You want to trace

! Time-Out: 1 min Trace

- Select the timeout 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.

Site Toolbox.

You can promote your site with Site Toolbox utility by referring to the link in your user control panel. To have your website promoted, do the following:

1. On your user control panel home page, select the *Domain Info* link in the *Domain Settings* menu.
2. In the list of domains that shows, click *Edit* next to the necessary domain.
3. On the *Edit Domain* page that shows, click *Web Service*.
4. On the page that appears, click the lens icon against *Site Toolbox*.



It will take you directly to the Site Toolbox website and all further actions will be taken outside H-Sphere interface.

Related Docs: • [Starting with Your Account](#)

Promote Your Site With Kanoodle

Do you have a website, but don't have any traffic?

Do you have great products and services? Are you wondering how you can get people to buy them?

Kanoodle is the answer.

Kanoodle.com is a "Pay-Per-Click" Search Engine that helps drive traffic to your website. Not sure what "Pay-Per-Click" means? Pay-Per-Click, or PPC, is just that. You only "pay" when a potential customer "clicks" on a search engine listing that directs them to your website. PPC is the fastest, most effective, and affordable form of on-line advertising to increase your website's traffic, branding, and sales!

Kanoodle.com is affiliated with thousands of Search Engines across the Internet. They power over 750 Million search results per month.

You simply list your site with Kanoodle and they automatically list you on thousands of their partner sites like Infospace, Webcrawler, Metacrawler, Dogpile, and Go2net. It's that easy!

When a potential customer goes to Kanoodle.com or one of their thousands of affiliated search engines, and types in one of your key words, your site comes up. Enabling you to drive traffic, make more sales, establish your brand, and earn much more money.

It's Totally FREE With No Deposit Or Credit Cards Required.

If you are already registered with Kanoodle, enter your parameters in the form below and click Submit.

To get registered with Kanoodle:

1. Select *Kanoodle* in the *Domain Settings* menu
2. At the bottom of the page that appears, click *Create a new trial Advertiser account with Kanoodle*
3. Enter your details and click *Submit*.
4. Once your account is created, you will receive a confirmation email from Kanoodle.com

In your Kanoodle interface bid on how much you are willing to pay for each potential customer to come to your site. Bidding starts at 5 cents per click! The higher you bid on your keywords against your competition, the higher your site will appear throughout Kanoodle.com's search listings.

FTP: Sharing Access to Your Home Directory With Others

Related Docs: • [Mailboxes](#)

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. If you are using a dedicated IP, skip this step. Otherwise, [switch to dedicated IP](#).
2. Select *FTP* in *FTP/User Account* menu.
3. Enable FTP for this domain:

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua		 (FTP required)

If you have several domains, choose the one to enable virtual FTP for.

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:

New FTP User	
Login	<input type="text"/>
Password	<input type="password"/> !
Confirm password	<input type="password"/> !
<input type="button" value="Submit Query"/>	

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

New FTP Directory	
Directory	<input type="text"/>
Permissions	<input checked="" type="checkbox"/> Read <input type="checkbox"/> Write <input checked="" type="checkbox"/> List <input checked="" type="checkbox"/> Grant permissions for all users
<input type="button" value="Submit Query"/>	

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:

Update Virtual FTP Directory	
Directory	testing/
Permissions	<input checked="" type="checkbox"/> Read <input checked="" type="checkbox"/> Write <input checked="" type="checkbox"/> List <input type="checkbox"/> Grant permissions for all users
Authorized users	user1   user2   user3   
<input type="button" value="Submit Query"/>	



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:

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua		 (FTP required)

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:

Domain Name:	FTP	Anonymous FTP
katonchik.lviv.ua	 	














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 <u>1 GB</u> limit 
Virtual ftp-users	user1   user2   user3   
Virtual ftp-directories	testing/   
Anonymous FTP	
Anonymous FTP Upload Facilities	

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: • [Mailboxes](#)

Manipulating Pages

Related Docs: • [Adding Support for Dynamic Web Content](#) • [Adding Generic CGI Scripts](#) • [FrontPage Extensions](#)

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;
- [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.

Add Redirect i	
Redirect from i	http://www.examples.com/products +
to i	http:// v www.examples.com?param1=yes +
Redirect status i	<input type="radio"/> Permanent status <input checked="" type="radio"/> Temporary status <input type="radio"/> See other status <input type="radio"/> Gone status Note: When the 'gone' status is used, the 'to' argument must be omitted.
Submit	

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:

New Redirect 	
Redirect from	<input type="text" value="http://www.example.net/products"/> +
to	<input type="text" value="http://www.example.net?param1=yes"/> +
Redirect status	The client will be sent to: <input type="checkbox"/> The exact URL entered above <input type="checkbox"/> A directory below this one <input type="checkbox"/> A permanent redirection for this resource
<input type="button" value="Submit"/>	

- *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 '*example.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

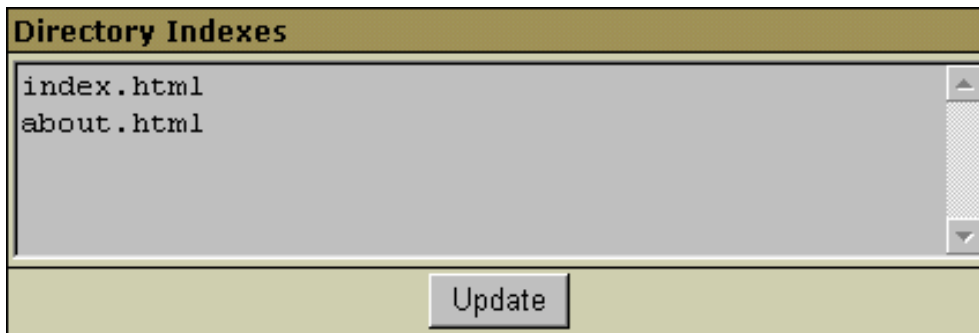
This tool allows you to set your own index pages instead of those specified in the default settings. In other words, you can tell your visitors' browsers which page to load as they hit your domain. Usually, it's */index.html* by default, but you can set any other custom welcome page.

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`).

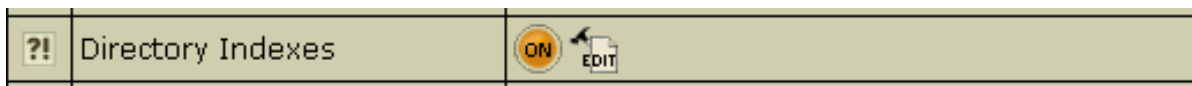


The screenshot shows a configuration window titled "Directory Indexes". Inside the window, there is a text input field containing the text "index.html" followed by "about.html" on the next line. To the right of the text field are vertical scroll arrows. Below the text field is a button labeled "Update".

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`).



The screenshot shows a table with three columns. The first column contains a square icon with a question mark. The second column contains the text "Directory Indexes". The third column contains a circular "ON" button and a document icon with the word "EDIT" below it.

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:

New Error Document	
Error Document Code	<input type="text"/> !
Message Or URL	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
Type	<input type="radio"/> Redirect <input checked="" type="radio"/> Message
<input type="button" value="Submit Query"/>	

- ◆ *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 to enter the path to the custom error page.

* Note that the path should be relative to the home directory, not to the virtual host directory.

New Error Document	
Error Document Code	404 Not Found <input style="float: right;" type="button" value="+"/>
Relative Path to Custom Error page	example.com/errors/404.html <input style="float: right;" type="button" value="+"/>
<input type="button" value="Submit"/>	

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:

New Imagemap File Extention	
File Extension	<input type="text"/> !
<input type="submit" value="Submit"/>	

MIME Types

This utility 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:

New Mime Type	
File Extension	<input type="text"/> !
MIME Type	<input type="text"/> !
<input type="button" value="Submit Query"/>	

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

Related Docs: • [Adding Support for Dynamic Web Content](#) • [Adding Generic CGI Scripts](#) • [FrontPage Extensions](#)

Adding Support for Dynamic Web Content

Related Docs: • [Adding Generic Scripts](#)

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

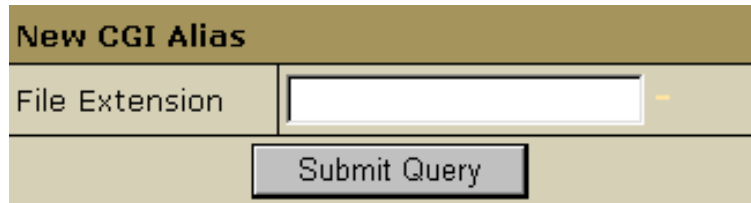
- [CGI scripts](#)
- [PHP scripts](#)
- [ASP](#) (Windows-based accounts)
- [ColdFusion](#) (Windows-based accounts)
- [SSI \(Server Side Includes\)](#)

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:



The image shows a web form titled "New CGI Alias". It has a header bar with the title. Below the header, there is a label "File Extension" followed by a text input field. At the bottom of the form is a button labeled "Submit Query".

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

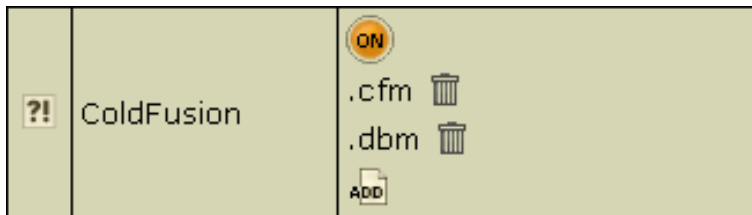
To add support for ASP (Active Server Pages) in a Windows-based account, do the following:

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.

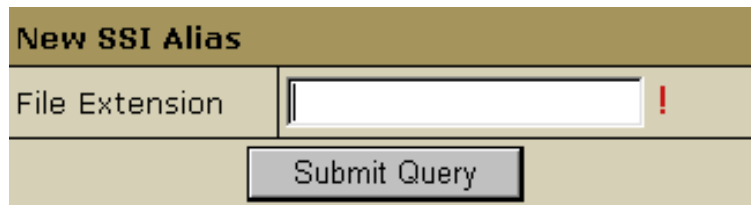
Note: If your account wasn't created from the control panel, default extensions won't be added when you enable ColdFusion.

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: • [Adding Generic Scripts](#)

Adding Generic CGI Scripts

Related Docs: • [Adding Support for Dynamic Web Content](#)

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

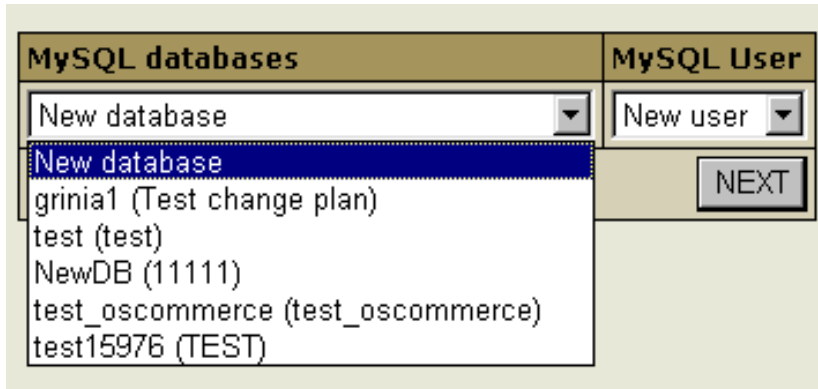
phpBB files are stored in a separate directory for each of your sites.

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

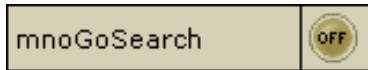
If you are running a Unix-based account, you can enhance your site with mnoGoSearch ([disclaimer](#)), a utility that searches your site by keywords.

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

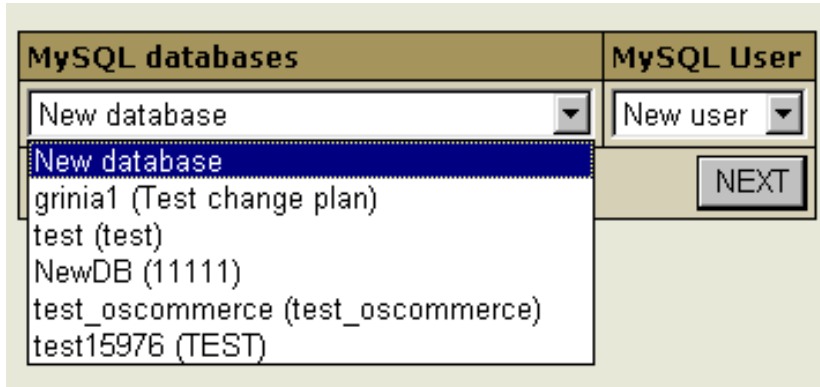
To enable mnoGoSearch, do the following:

1. Select *Domain Info* in the *Domain Settings* menu.

- Click the *Edit* icon in the *Web Service* field.
- On the *Web Service* page, scroll down to find the *mnoGoSearch* option and turn it on:



- Agree with charges, if any.
- 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.

- Choose or create a MySQL user to access and manage MySQL DB you have allocated for use with mnoGoSearch.
- 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: • [Adding Support for Dynamic Web Content](#)

FrontPage Extensions

Related Docs: • [Creating, promoting and managing your site](#)

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.
Important: that will remove all your custom FrontPage custom settings and configurations and reinstall the default 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: • [Creating, promoting and managing your site](#)

Managing Traffic

Related Docs: • [Paying for Hosting](#)

This document discusses different types of traffic and related issues:

- [Summary Traffic](#)
- [Traffic Cycle](#)
- [What is traffic limit and how do I change it?](#)
- [Throttle policy](#)

Summary 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 that make up your Summary Traffic:

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	... you upload your media files to your RealServer directory.

* Control Panel navigation is not included into the total traffic.

You can see what makes up your *Summary Traffic* by clicking the *Magnifying Glass* icon next to Traffic Details

Traffic Cycle

Regardless of account's billing period, traffic usage is calculated at the end of traffic cycle which is one month or less if traffic cycle is forced to close with a traffic limit change or other events, such as billing period closure, changing to another billing period, or other plan. For example, if you sign up on March 7 for a billing period of 6 months, traffic will be closed and reset on the 7th of each month.

The traffic run up during the last day of the traffic cycle is transferred to the next traffic cycle calculations.

What is Traffic Limit and how do I change it?

The use of traffic cannot be physically restricted. This means nothing happens if you exceed your traffic limit that initially equals *Free* GBs allowed with your account: 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.

When you are changing traffic limit, the current traffic cycle closes, and the following calculations are performed:

1. Traffic limit for a traffic cycle is prorated to the period from the start of the traffic month to the day when the traffic limit is changed.
2. The resulting GBs are subtracted from total traffic run up by this day.
 - * The traffic run up during the last day of the traffic cycle is transferred to the next traffic cycle calculations.
3. If the result is positive, it is accrued usage fee.

4. Traffic is reset.
5. If at the beginning of the billing period you pre-paid for the traffic limit, you are refunded the recurrent fee prorated to the time left to the end of the billing period.
6. If new traffic limit is higher than free GBs provided by the plan, you are accrued recurrent fee prorated to the time left to the end of the billing period.

As the result of traffic cycle interruption the billing period for traffic becomes different from the billing period for the account.

For example, you are hosted with 0 free units, the traffic limit is 6 GB, and the billing period of 6 months starts 1 January. By 15 January, you run up 3.5 GB of traffic and decide to increase traffic limit.

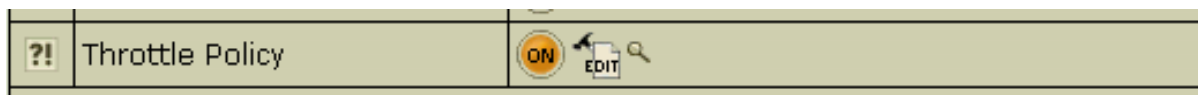
1. 6 GB of month traffic limit is prorated to 15 days which makes 3 GB.
2. Prorated traffic limit of 3 GB is subtracted from 3.5 GB of traffic run up for 15 days which makes 0.5 GB.
3. 0.5 GB of excess traffic is charged at a usage fee.
4. Traffic is reset.
5. A new traffic month is open and since then will close on the 15th of each month
6. You are refunded recurrent fee for pre-paid 6 GB traffic limit. The refund is prorated to five and a half month left to the end of billing period.
7. You are accrued recurrent fee for the increased traffic limit. The fee is prorated to five and a half months left to the end of billing period.

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 and click *Submit*:

Throttle Policy	
Current Policy Settings Policy Type: None	
Change Policy Settings	
?! Policy Type	Original ▼
Submit	None Concurrent Document Idle Original Random Request Speed Volume

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 minimum idle time between requests. When the minimum 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 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 exceeded, 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: • [Paying for Hosting](#)

Managing Disk Space

Related Docs: • [Paying for Hosting](#)

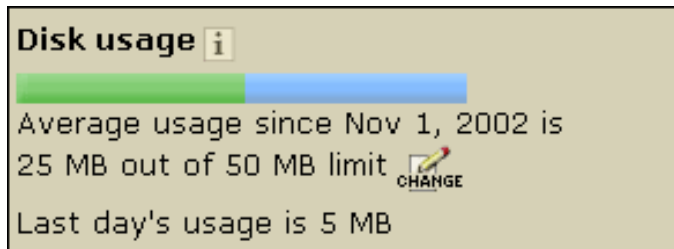
Your account allows you to maintain your site, store incoming and outgoing mail for your mailboxes, create and manage databases. Your hosting provider sells you services and disk space for these resources on his servers. Your control panel allows you to monitor and manage your disk space usage. This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

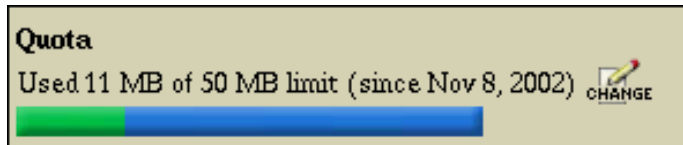
However, you can change your Disk Usage limit, in this case:

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.

To change disk (FTP) quota:

1. Go to *FTP/User Account*.
2. Click the *Change* icon in the *Quota* entry.
3. Enter new quota (in MBs).

When changing Disk Quota:

1. You are refunded recurrent fee for the remaining days of your billing period





(in case you prepaid for the difference between your current disk quota and free MBs allocated with your plan at the beginning of the billing period).

2. You are charged recurrent fee prorated to the period remaining to the end of your billing period for the difference between plan's free and new quota MBs.

* Note: 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:

Mailbox properties	
Mail Box	webmaster
Description	webmaster's account
Quota 	0.03 MB of 5 MB  CHANGE
Catch All 	

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.

To change mailbox quota:







1. Go to *Mail Info* .
2. Click the mailbox in the *Object* section that you want to change mailbox quota for.
3. Click the *Change* icon in the *Quota* entry, *Mailbox properties* section. 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 
Database users	user1    

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: • [Paying for Hosting](#)

Mailboxes

Related Docs: • [Configuring Your E-mail Client](#)



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

- [Create a mailbox](#)
- [Configure a mailbox](#)

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*:

Mail control	
Mail domains	katonchik.lviv.ua <input type="button" value="Go"/>
Mail Service	
Mail server	mail1.hs.psoft.net
Login	The e-mail address you use.
Object	Type
postmaster@katonchik.lviv.ua	 MAIL BOX
webmaster@katonchik.lviv.ua	 MAIL BOX
Add new mail resource	
Properties	
To see mail object properties select mail object.	


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

:

Add new mail resource
Select type of mail resource in drop-down list
Mail box <input type="button" value="v"/>
<input type="button" value="Next>>"/>

4. Agree with the charges, if any.

5. Enter the name and password for the new mailbox and click *Submit*:







Add a new Mailbox	
Email address	<input type="text"/> @katonchik.lviv.ua
Password	<input type="password"/> !
Comment	<input type="text"/>
	<input type="button" value="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.

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 mailboxes. 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	
Password	
Autoresponder	
Webmail	
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 [Creating Autoresponder](#))
- **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.

Related Docs: • [Configuring Your E-mail Client](#)

Configuring Outlook Express E-mail Client

Related Docs: • [Mailboxes](#)

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.

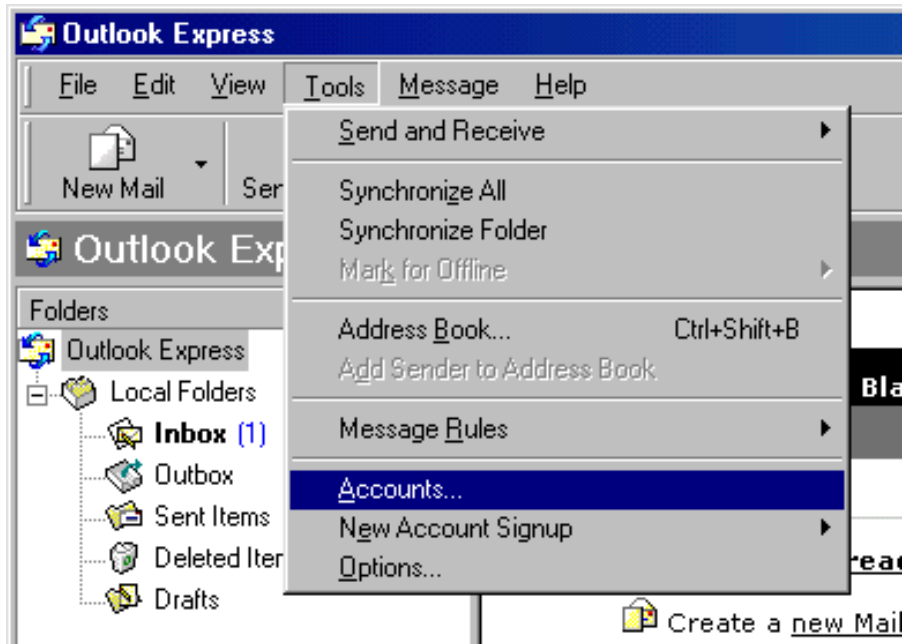
– [Configuring Outlook Express \(POP before SMTP relay\)](#).

– [Configuring with SMTP Auth relay](#).

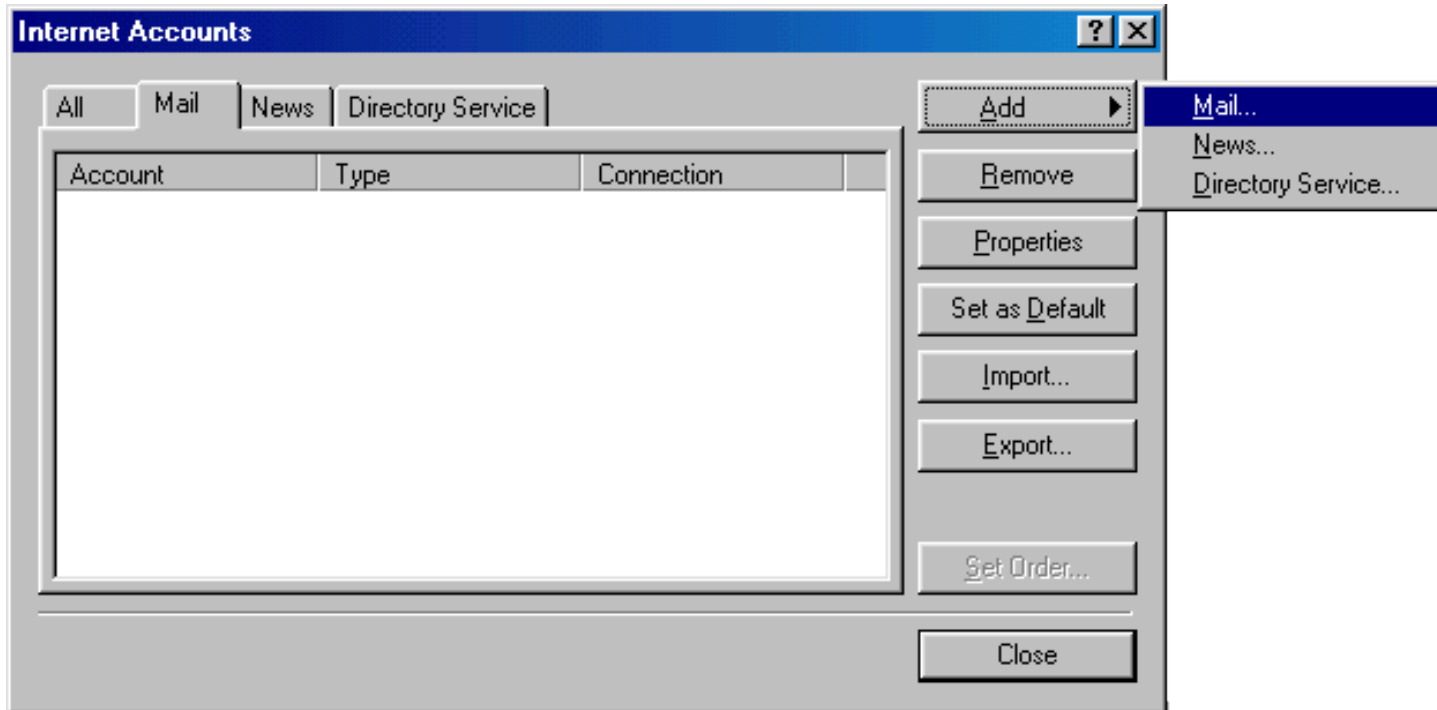
Configuring Outlook Express

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*.



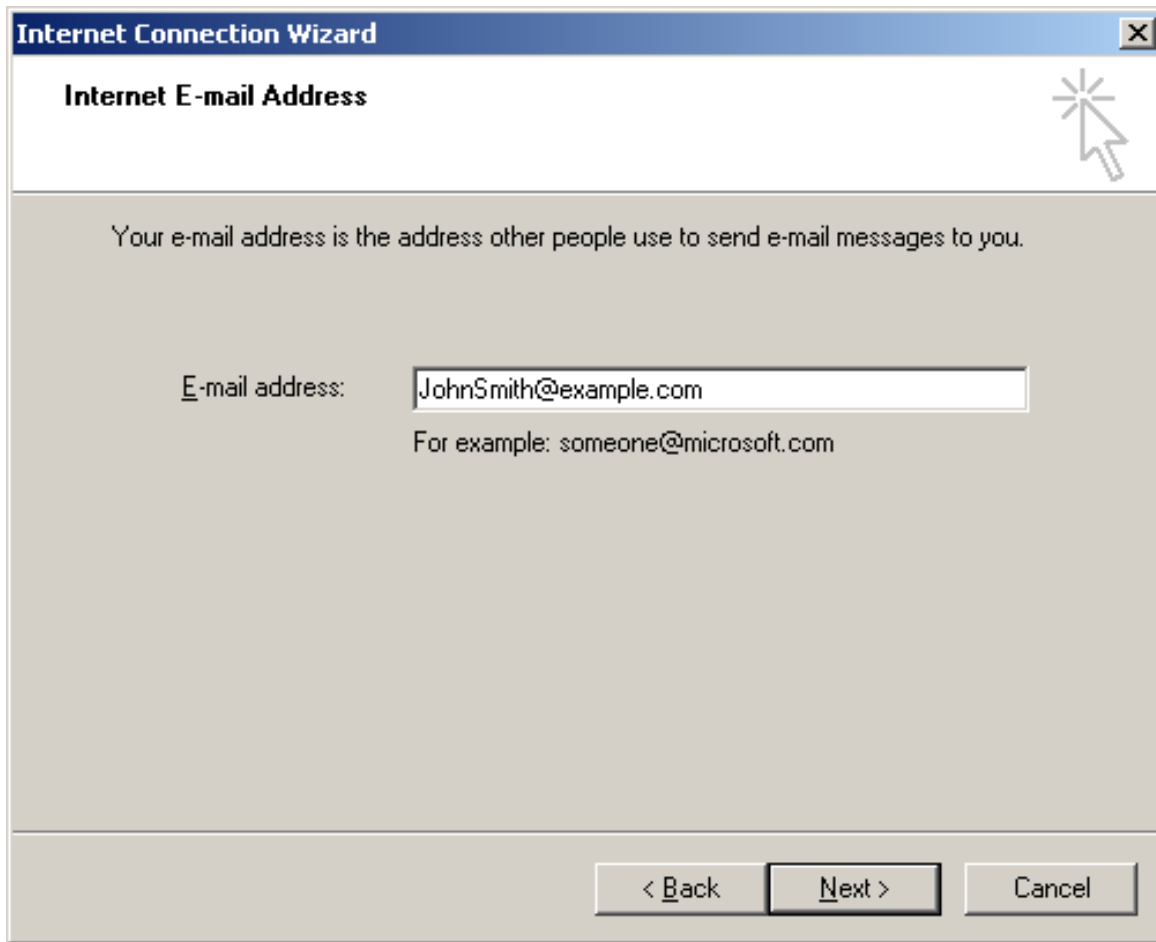
3. On the page that shows, click *Add* and select *Mail*.



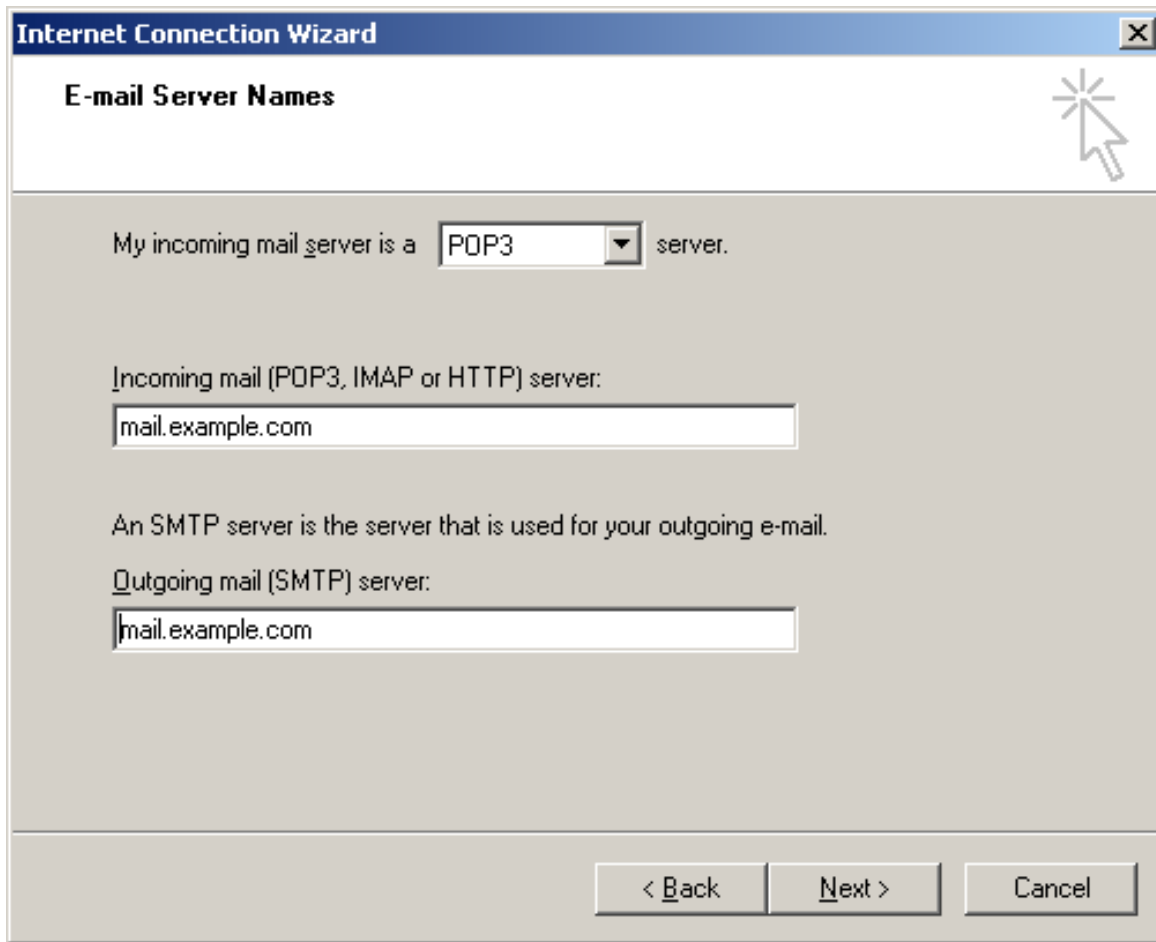
4. On the wizard page that shows, enter your name in the field and click *Next* to proceed.
Note: this email will appear when you send out emails.



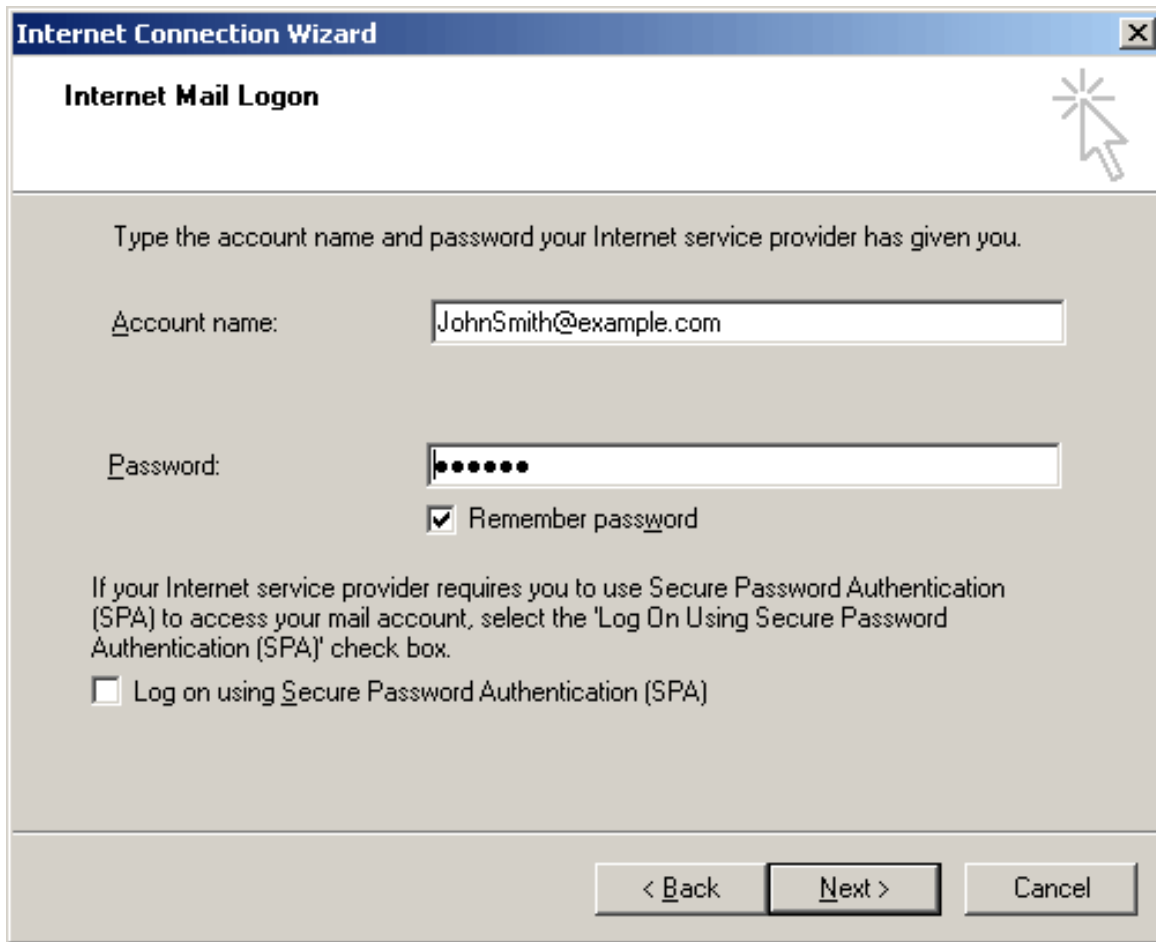
5. On the page that shows, enter your *Email Address* and click *Next* to proceed.



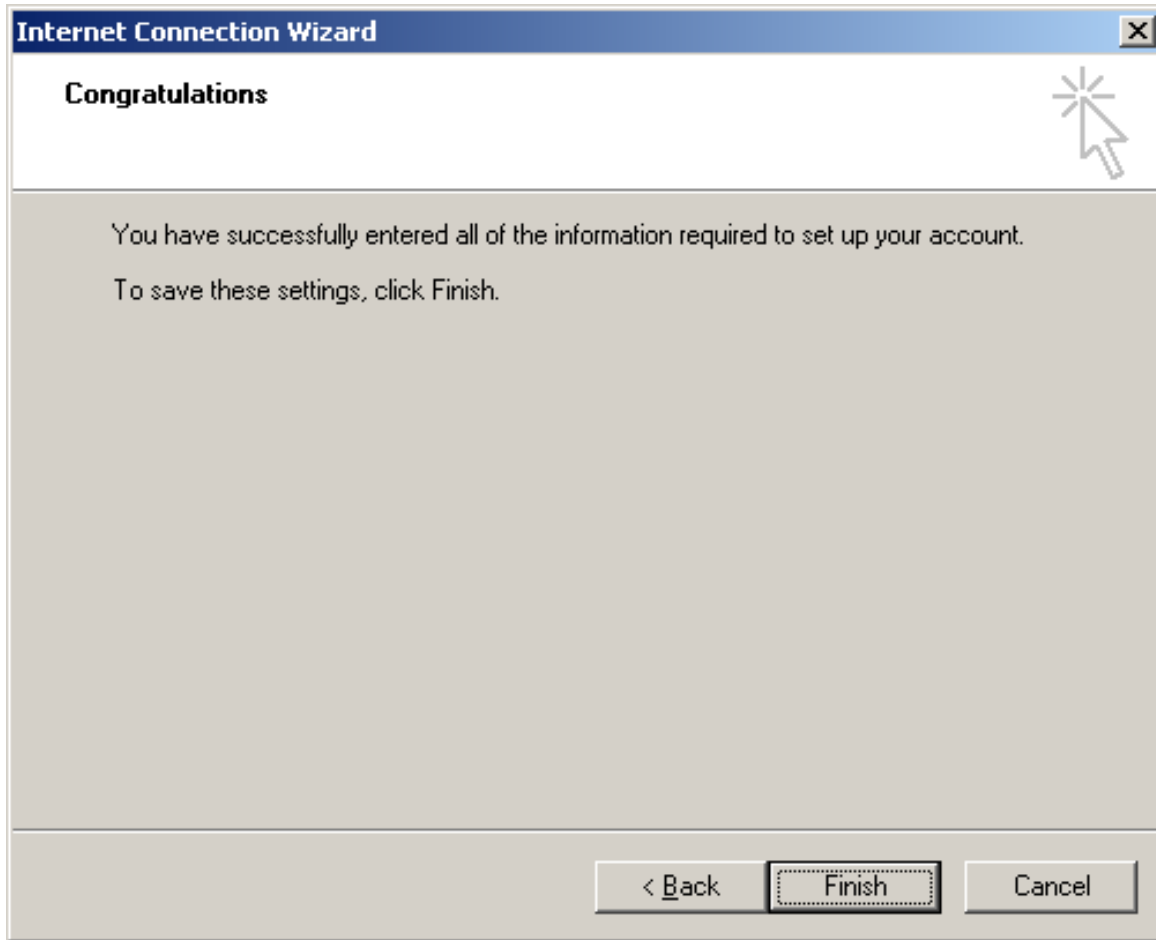
6. In the form that shows:
 - in the drop-down box, choose *POP3* as your *incoming server*;
 - enter the *Mail Server Name* for both *Incoming Mail* and *Outgoing Mail*;
 - click *Next* to proceed.



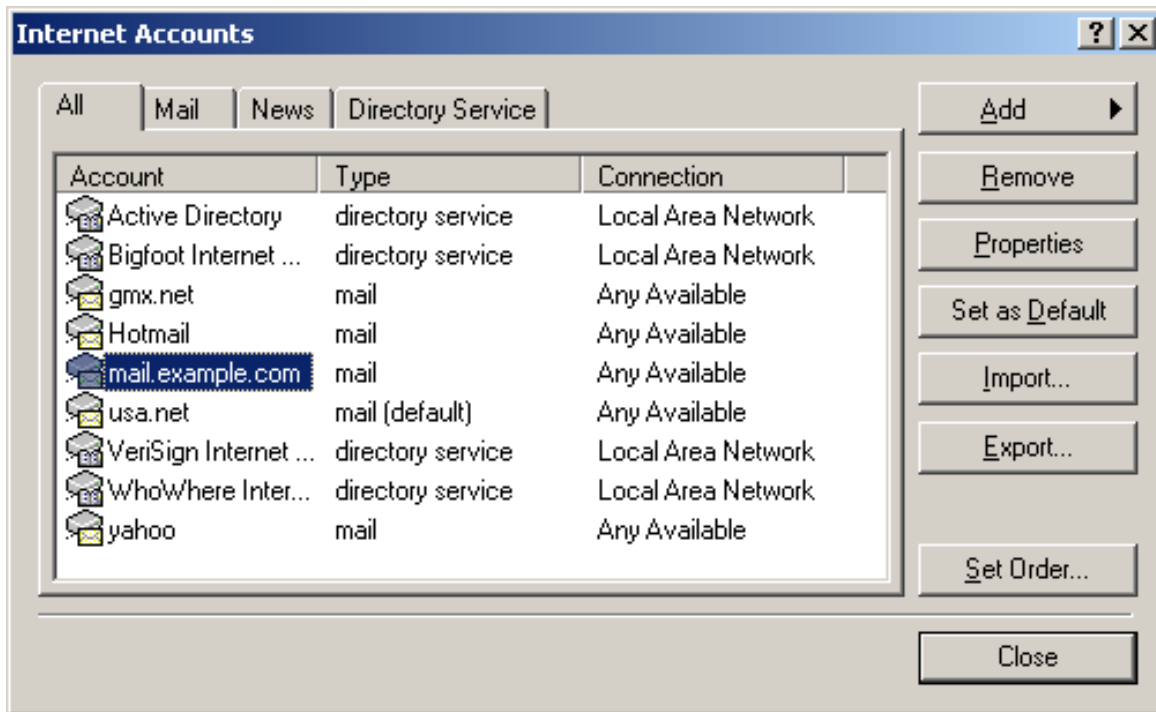
7. On the page that appears:
 - make sure to enter **full** email address in the *Account Name* field;
 - enter mailbox password in the *Password* field;
 - check the *Remember Password* box to avoid entering it every time you check or send email;
 - click *Next* to proceed.



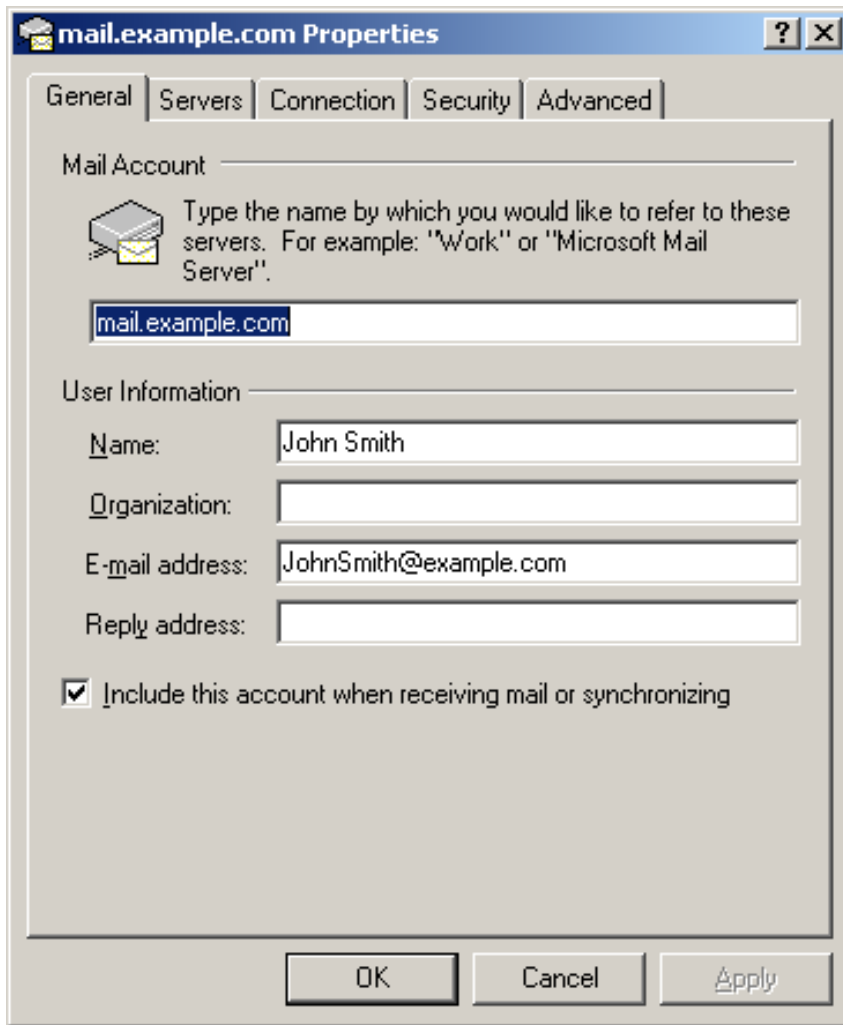
8. On the page that shows, click *Finish* to save settings and get back to the list of email accounts



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:

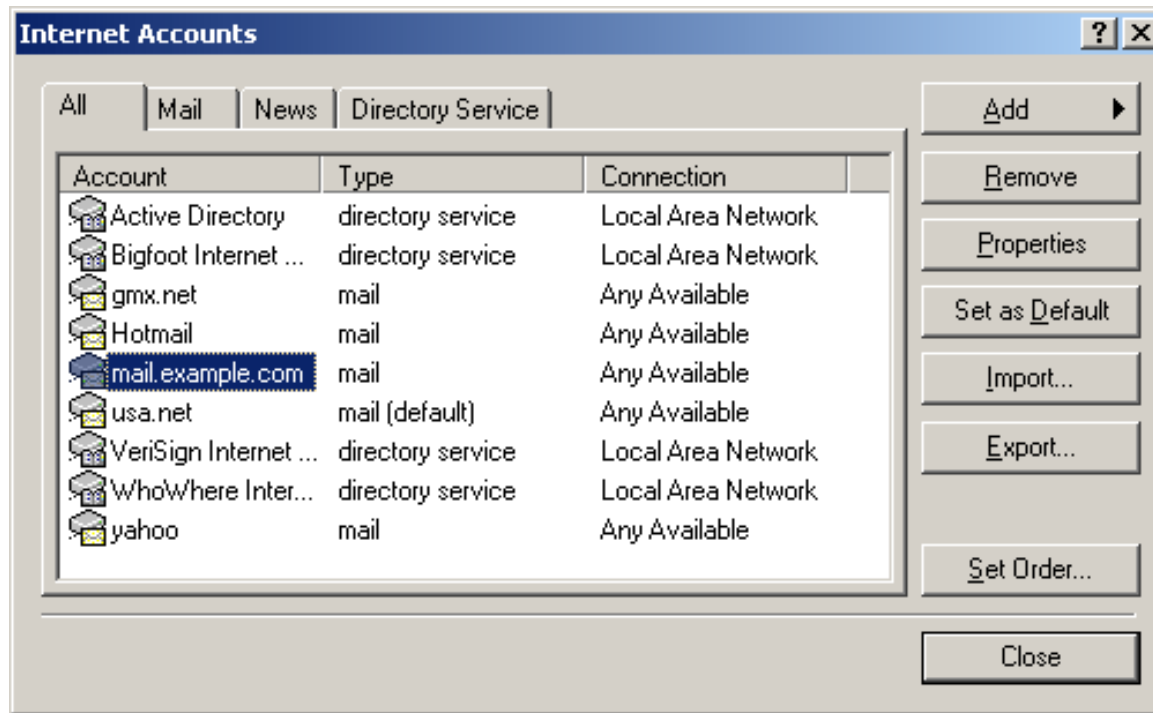
- set the name that will show in your letters
- set reply email (should be the same as email)

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

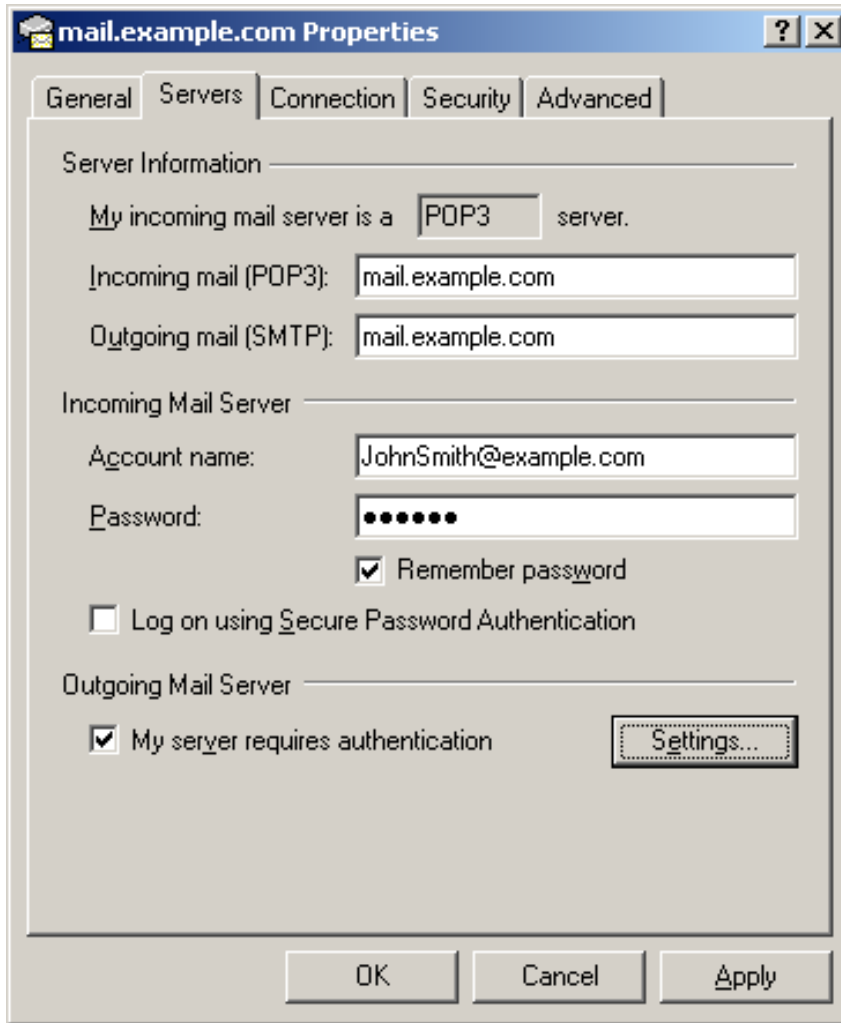
Configuring Outlook Express with SMTP Auth Relay

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.



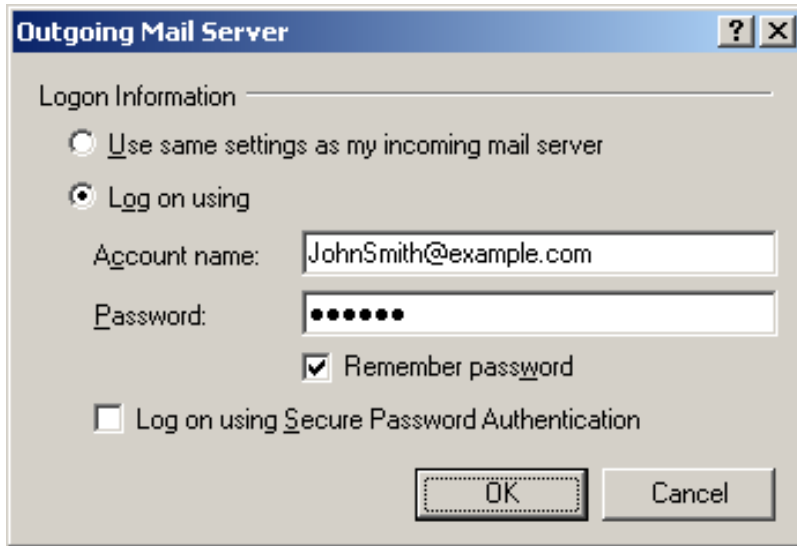
3. On the *Properties* page that appears, choose the *Servers* tab.
4. Check *My server requires authentication* box and click *Settings* on the right.



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: • [Mailboxes](#)

Configuring Netscape Mail

Related Docs: • [Mailboxes](#)

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:

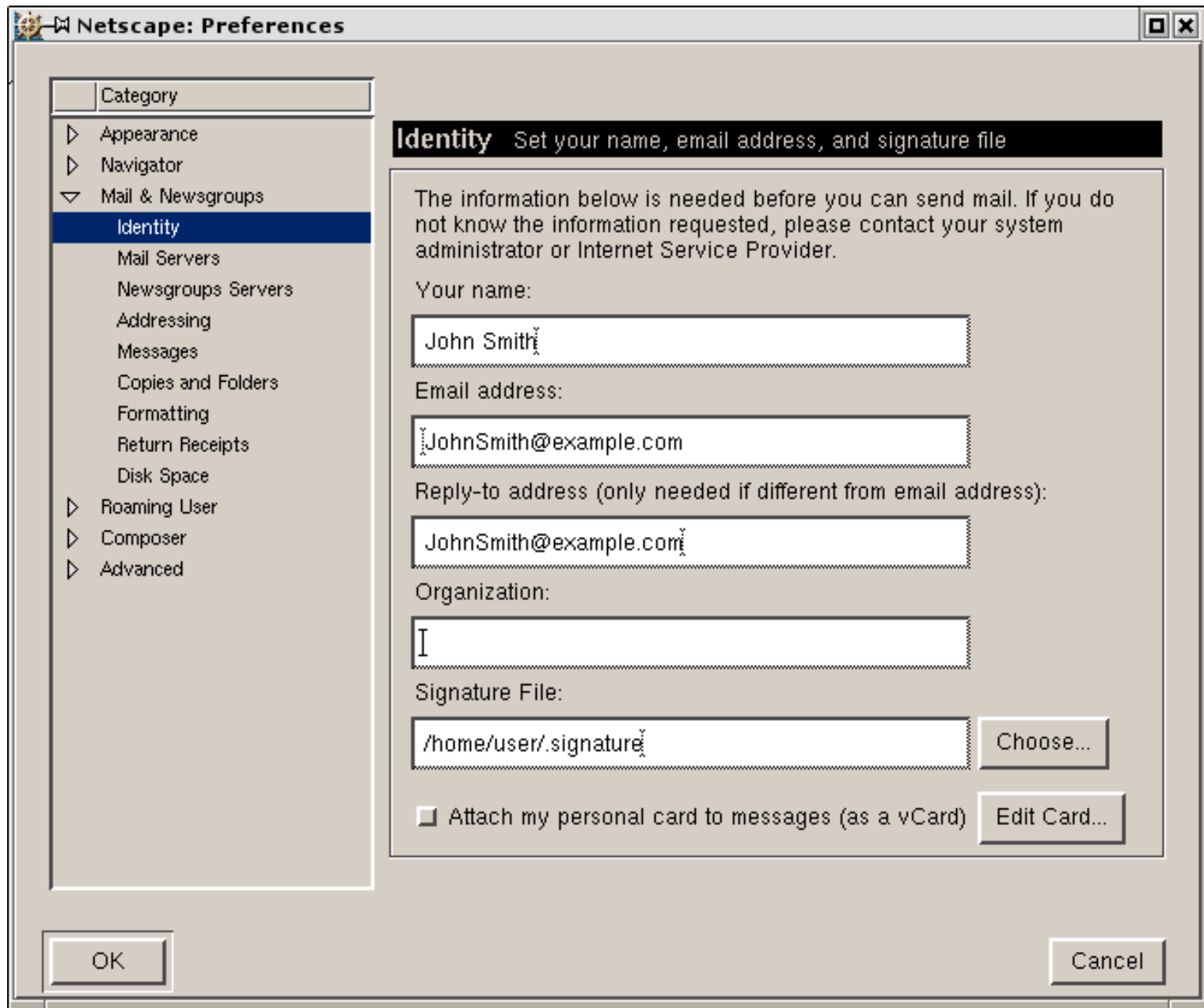
1. Open Netscape Mail.

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.

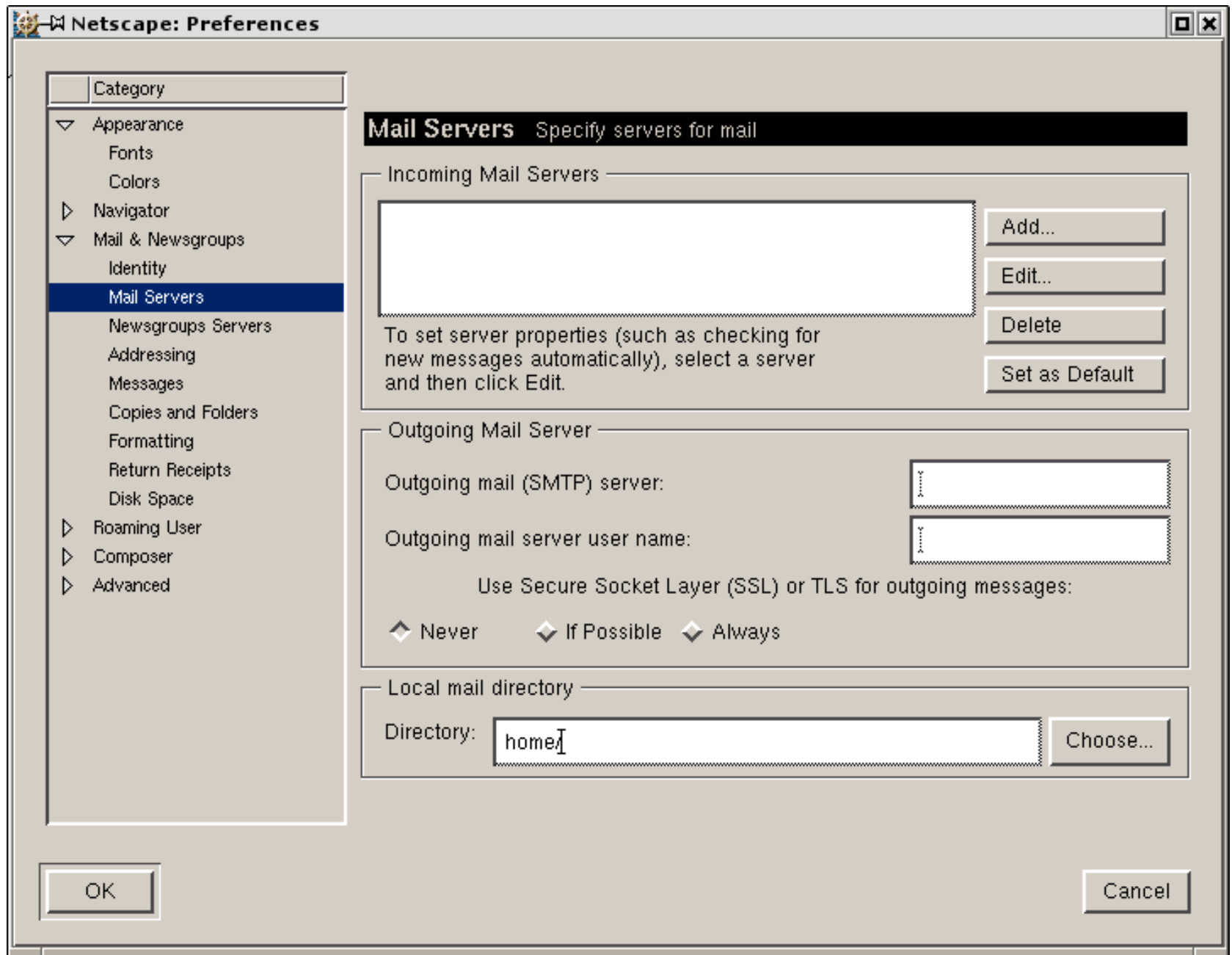
2. In the top menu bar, select *Preferences* from the *Edit* drop-down menu.



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).

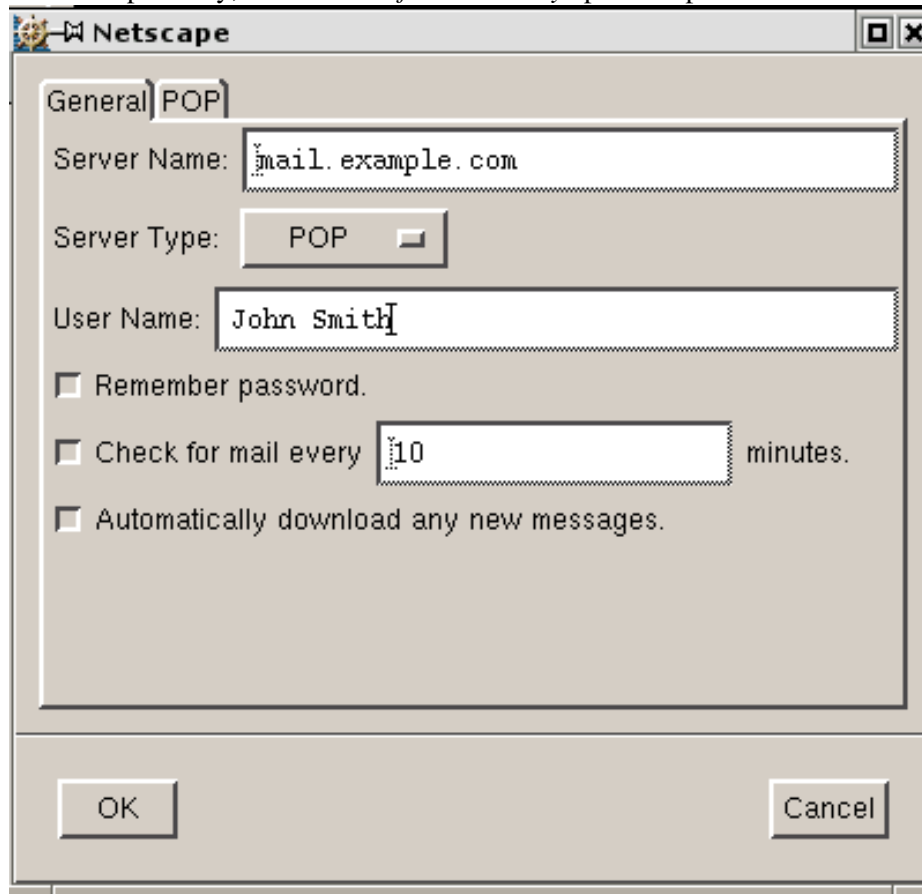


4. Select *Mail Servers* in the left menu and click *Add* against the *Incoming Mail Servers* field.

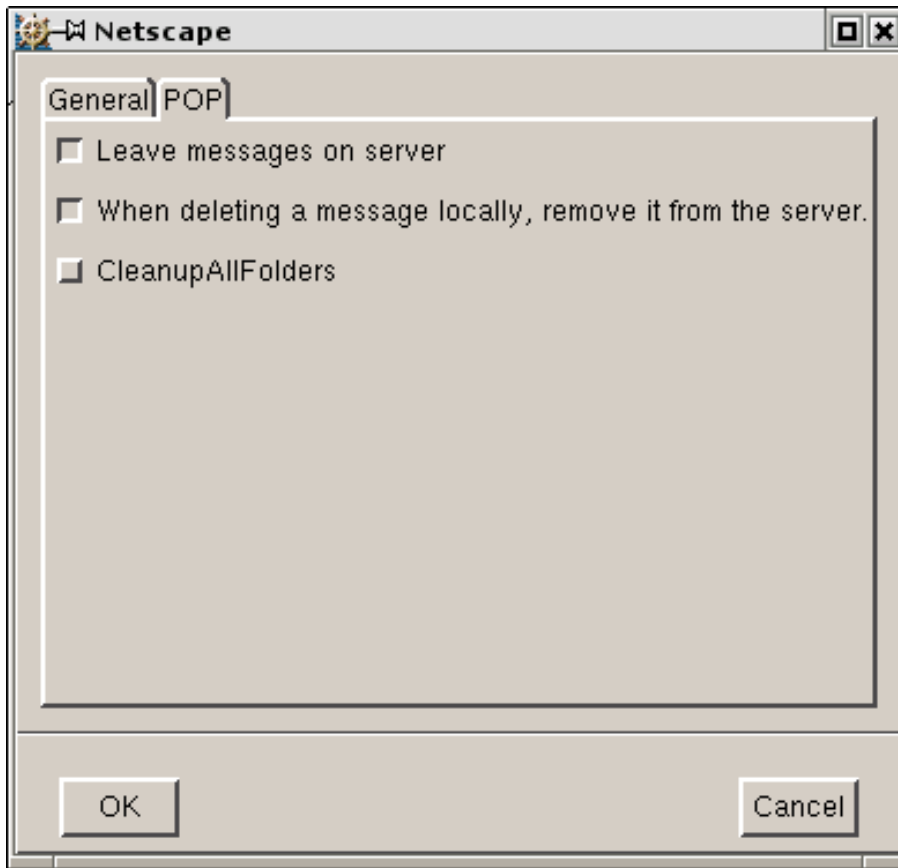


5. On the dialog window that shows, choose the *General* tab and fill the form:

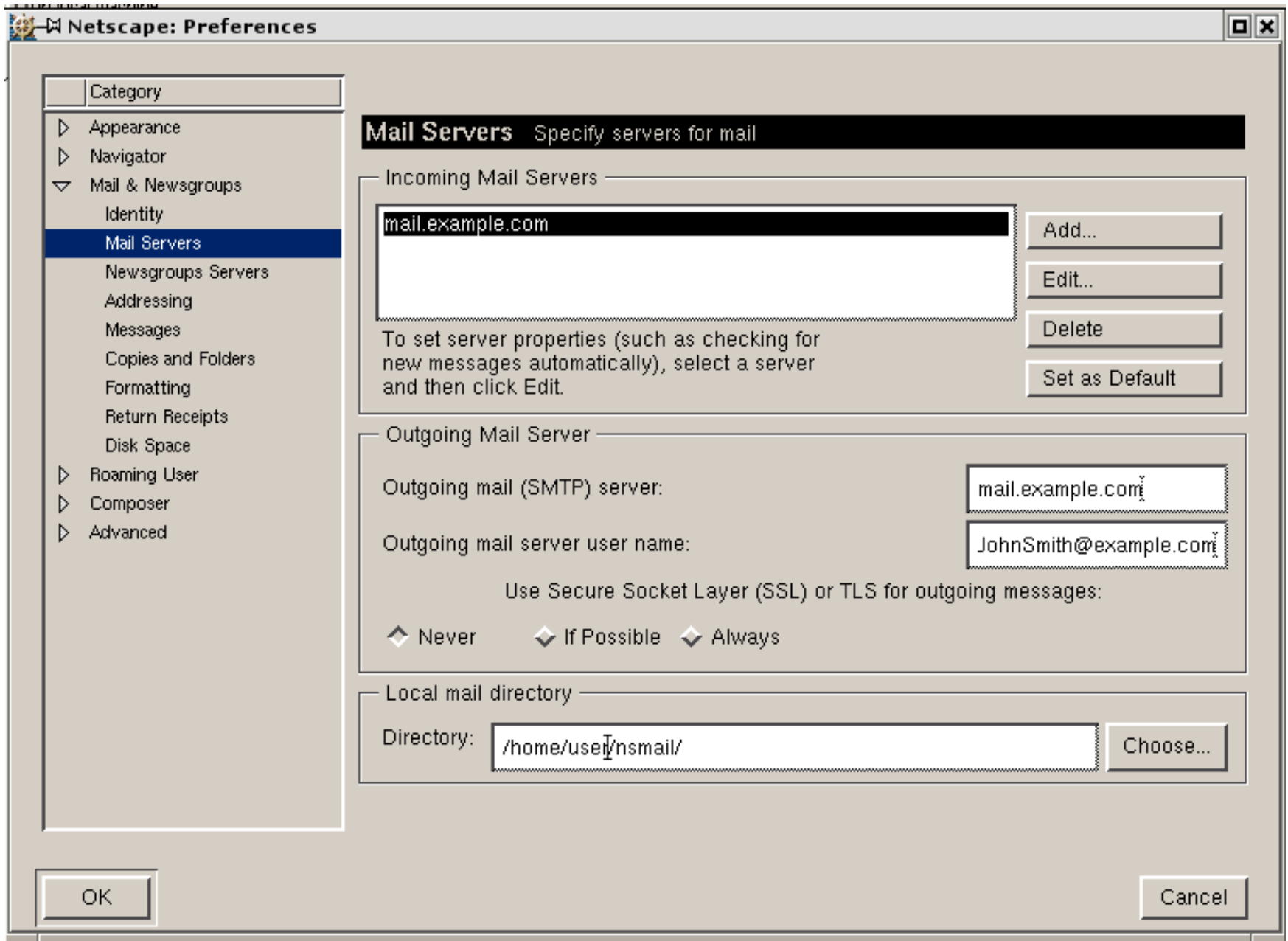
- ◆ Enter the *Server name*;
- ◆ Choose *POP* as *Server type*
- ◆ Enter *User name*
- ◆ Select *Remember password* if you want to login to your mail account without having to type a password every time.
- ◆ Optionally, select *Check for mail every* specified period of time.



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).

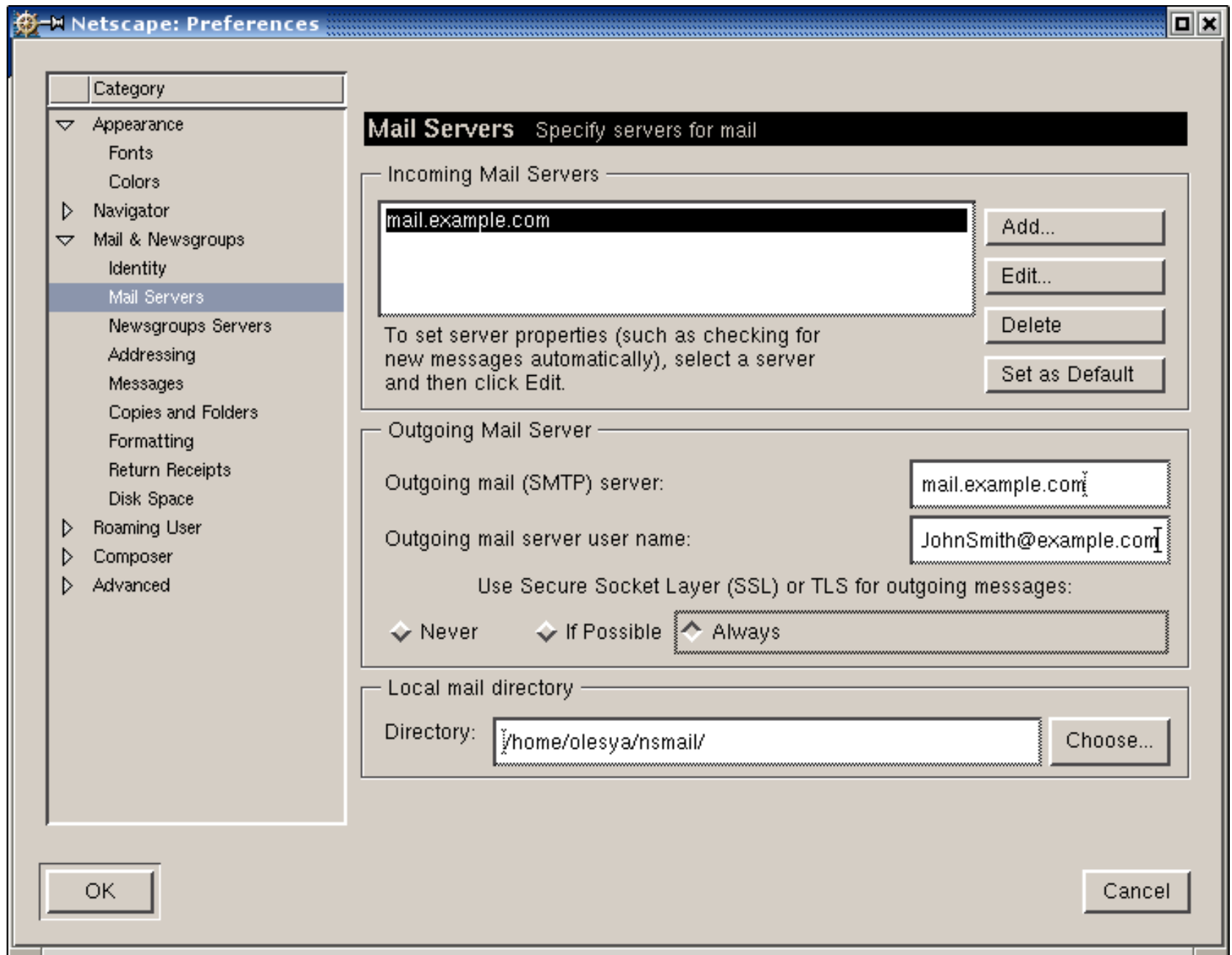


9. Click OK to save settings.

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: • [Mailboxes](#)

Configuring Eudora E-mail Client

Related Docs: • [Mailboxes](#)

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.

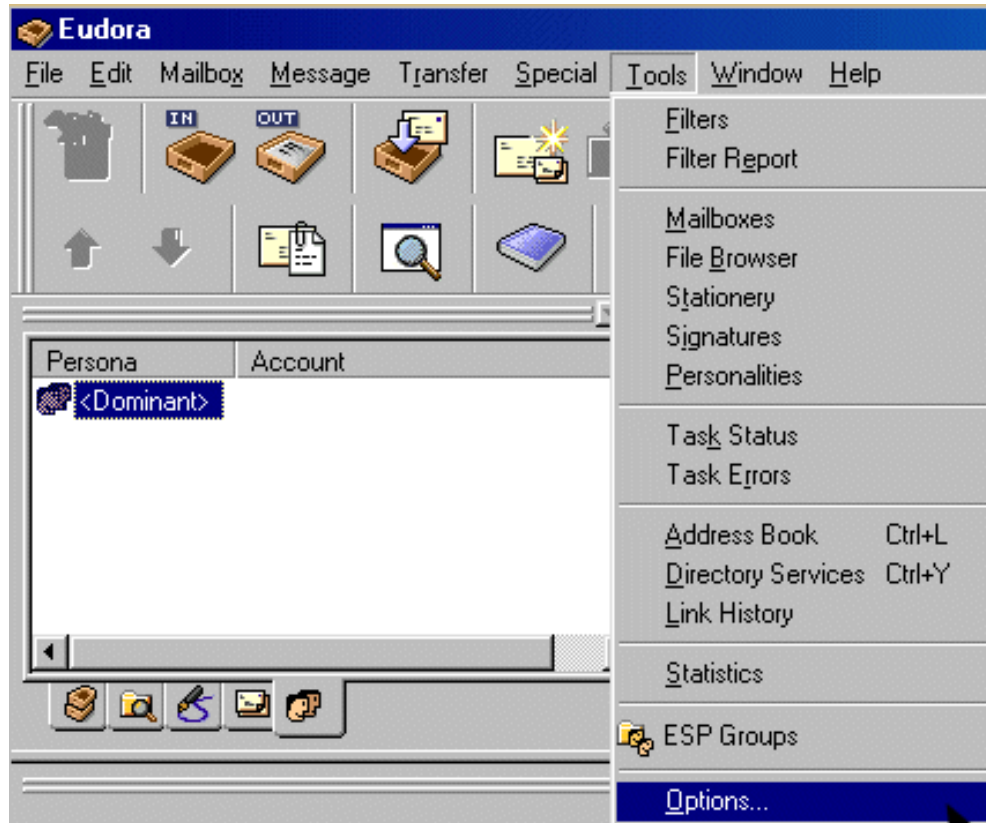
– [Configuring Eudora with POP before SMTP relay.](#)

– [Configuring with SMTP Auth relay.](#)

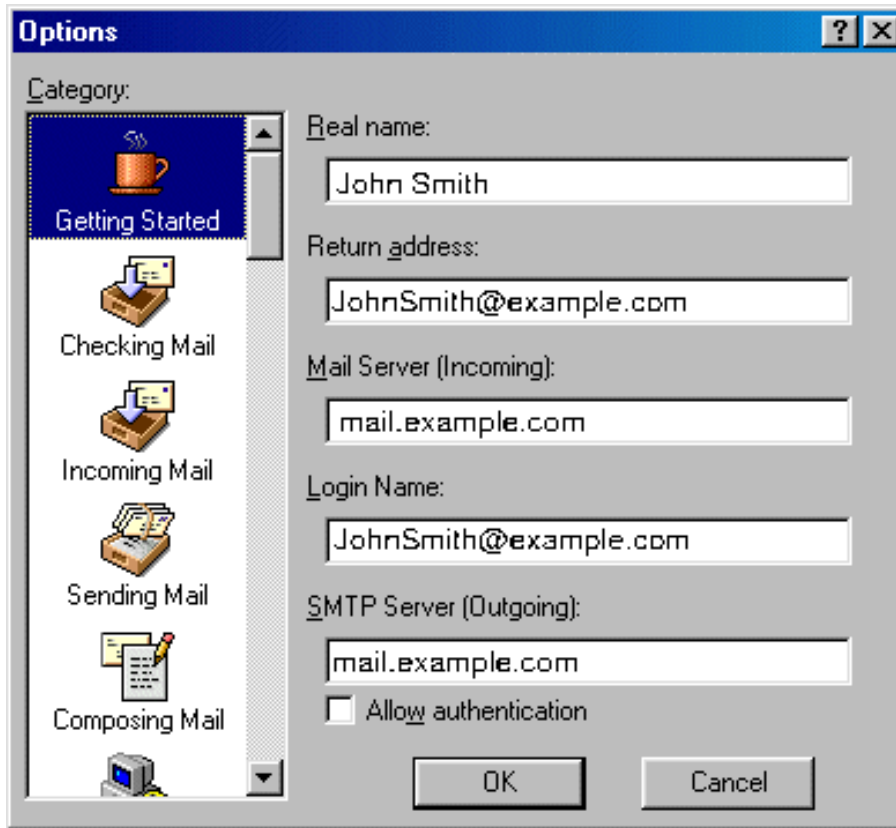
Configuring Eudora

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*.



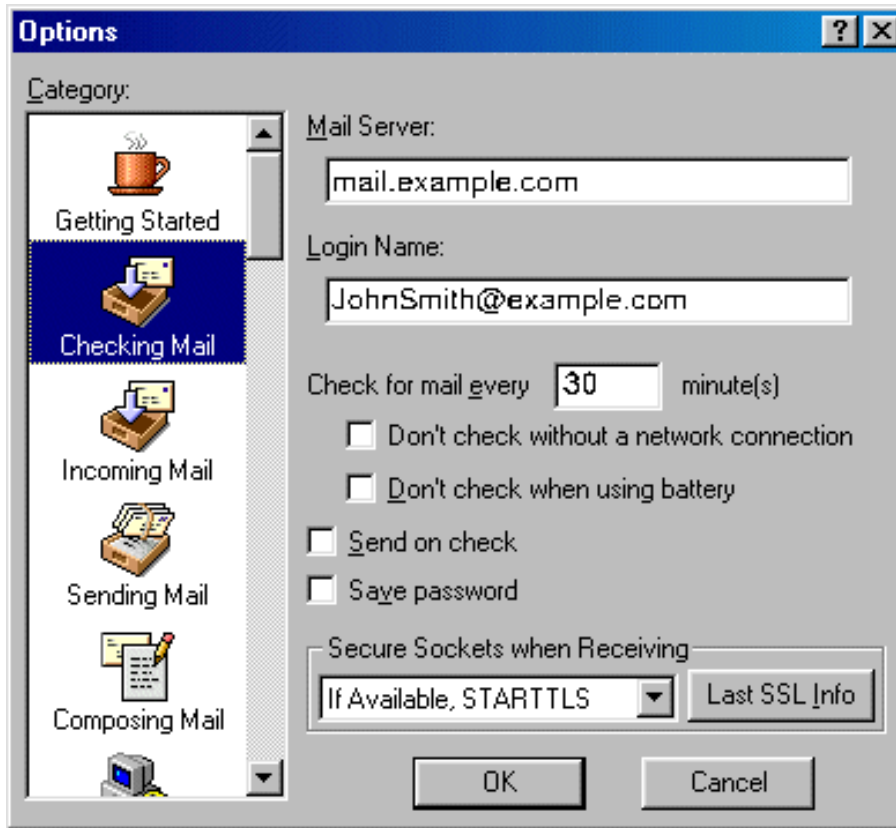
3. On the page that shows, select *Getting Started* on the left and fill in the following form:



- ◆ *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.

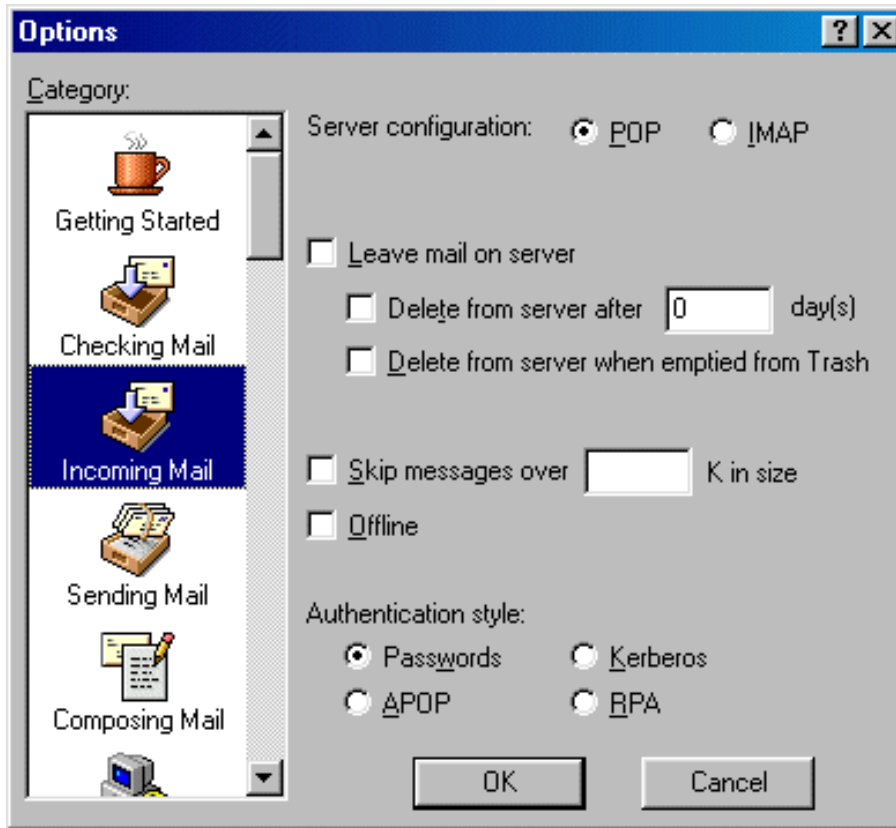
4. Select *Checking Mail* on the left and fill out the form that shows:



- ◆ *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.

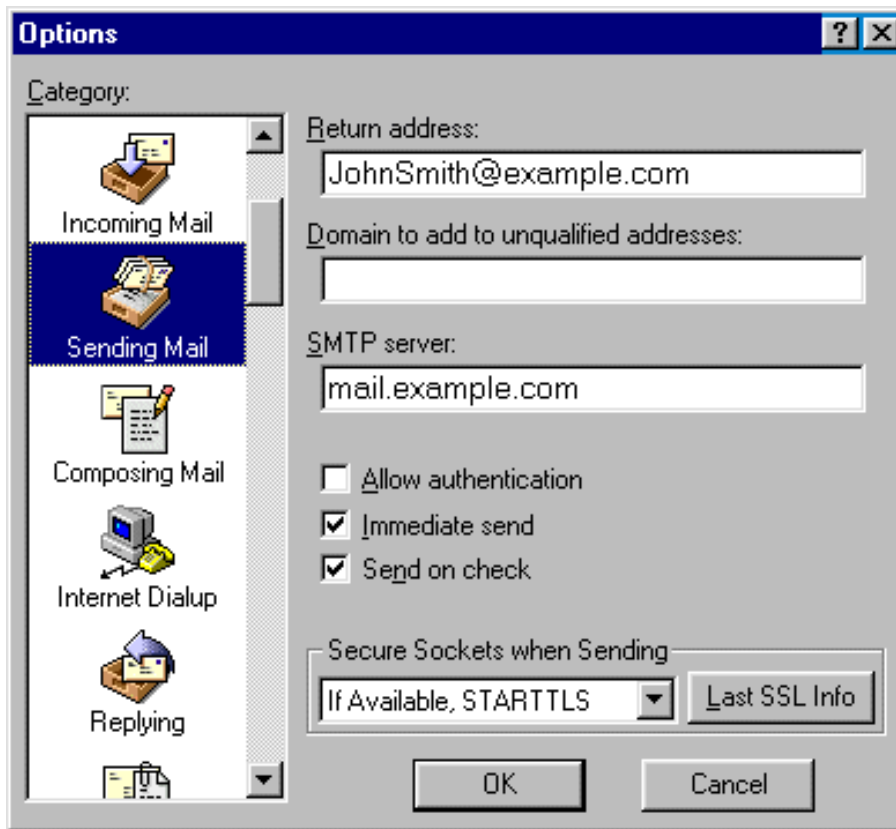
5. Select *Incoming Mail* on the left and check the necessary options:



- ◆ *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.



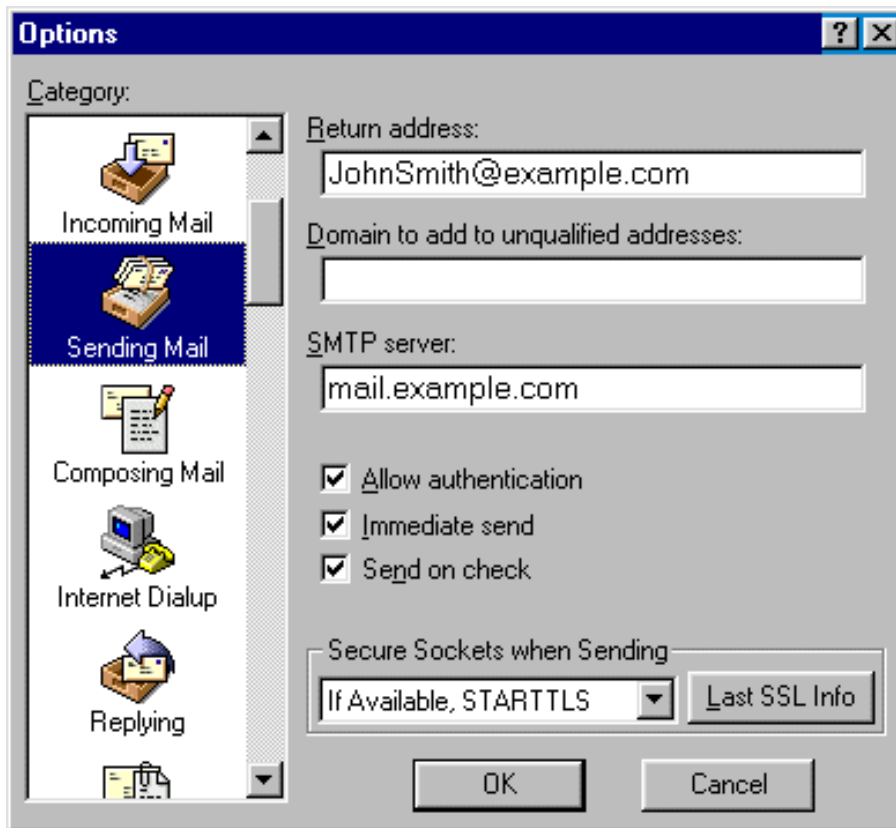
- ◆ *Return address* and *SMTP server* should already be completed from previous fields on the *Getting Started* tab;
- ◆ *Domain* field can be left blank;
- ◆ *Allow authentication* should not be checked for POP SMTP relay;
- ◆ *Immediate send* allows Eudora to send messages immediately after being 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: • [Mailboxes](#)

Forwards

Related Docs: • [Mailboxes](#)



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*:

Mail control	
Mail domains	katonchik.lviv.ua <input type="button" value="Go"/>
Mail Service	
Mail server	mail1.hs.psoft.net
Login	The e-mail address you use.
Object	Type
postmaster@katonchik.lviv.ua	 MAIL BOX
webmaster@katonchik.lviv.ua	 MAIL BOX
Add new mail resource	
Properties	
To see mail object properties select mail object.	

- Choose *Mail forward* from the drop-down list and click *Next*:

Add new mail resource
Select type of mail resource in drop-down list
Mail box <input type="button" value="Next>>"/>

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

Add a new Forward	
Local Email address	<input type="text"/> @katonchik.lviv.ua
Remote Email address	<input type="text"/> !
Comment	<input type="text"/>
	<input type="button" value="Submit Query"/>



- ◆ **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 forward.

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: • [Mailboxes](#)

Mailing Lists

Related Docs: • [Mailboxes](#)

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/>.

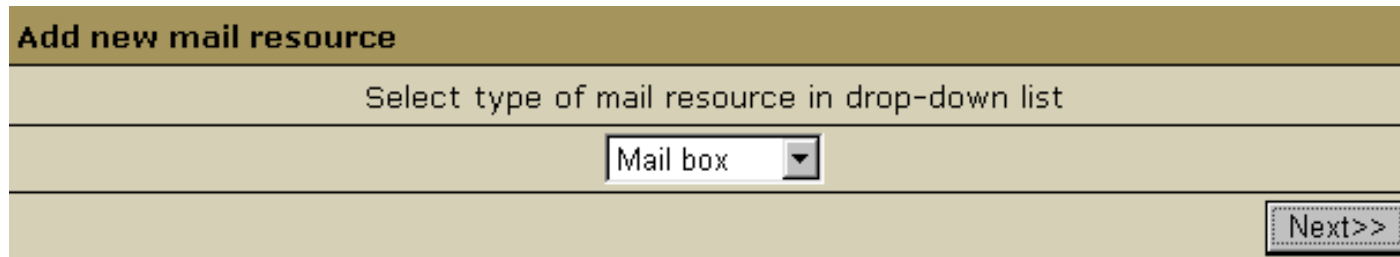
Here you will learn how to:

- [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:



Add new mail resource

Select type of mail resource in drop-down list

Mail box ▼

Next>>

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:

Add a new Mailing List	
Email address	<input type="text"/> ! @1example.com
Comment	<input type="text"/>
<input type="button" value="Submit Query"/>	

- ◆ 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.

Mailing list properties	
Mail List	test 
Description	test
Subscribers	
Moderators	
Message Trailer 	
Delete	
Trouble ticket	

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.

List owner (email address):	<input type="text"/>	
-----------------------------	----------------------	---

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.

<input checked="" type="radio"/> Archived	<input type="radio"/> Not archived
---	------------------------------------

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.

<input type="radio"/> Block archive. Only moderators are allowed to access the archive.	<input checked="" type="radio"/> 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.

<input type="radio"/> Guard archive. Archive access requests from unrecognised SENDERS will be rejected.	<input checked="" type="radio"/> 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.

<input type="radio"/> Digest	<input checked="" type="radio"/> 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.

<input type="radio"/> Prefix. Set up the list so that the outgoing subject will be prefixed with the list name.	<input checked="" type="radio"/> 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*

<input type="radio"/> Subscriptions do not require confirmation.	<input checked="" type="radio"/> 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.

<input type="radio"/> Subscription moderation	<input checked="" type="radio"/> 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.

<input type="radio"/> Message moderation.	<input checked="" type="radio"/> 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.

<input type="radio"/> New text file. ezmlm-make sets up the list to allow remote administrators to edit files in <i>dir/text/</i> .	<input checked="" type="radio"/> 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.

<input type="radio"/> Posts from addresses other than moderators are rejected. This is applicable to message moderated lists only.	<input checked="" type="radio"/> 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.

<input type="radio"/> Enables remote administration	<input checked="" type="radio"/> 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.

<input type="radio"/> List subscribers. Remote administrators can request a subscriber list, and search the subscriber log.	<input checked="" type="radio"/> 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.

<input type="radio"/> User posts only	<input checked="" type="radio"/> 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.

<input checked="" type="radio"/> Respond to administrative requests and allow archive retrieval.	<input type="radio"/> Allow only digest creation, remote administration, 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:

Manage forward subscribers		
Mail domain	example.com	
Mail list		
Help address	-help@example.com	
Subscription address	-subscribe@example.com	
Unsubscription address	-unsubscribe@example.com	
<u>N</u>	Email address	Action
Remove all subscribers		
Add subscriber	<input type="text" value="-do@example.com"/> +	<input type="button" value="Submit"/>
Batch subscribers creation		
<div style="border: 1px solid gray; height: 200px; width: 100%;"></div>		
<input type="button" value="Submit"/>		

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:

Mailing List Message Trailer (@example.com)

This trailer will be added to each message. This usually would contain information on how to unsubscribe from the list, or where the list html archive is kept.

To unsubscribe from this mailing list, send a reply to this message with "remove" in the subject line.

Submit

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: • [Mailboxes](#)

Mail Aliases

Related Docs: • [Mailboxes](#)

Mail aliases are alternative addresses to existing mailboxes. They can be used receive e-mail, but the messages will arrive to the primary mailbox. There are two kinds of supported mail aliases:

- mailbox *name* aliases
 - the mailbox and its alias share the same mail domain
e.g. *mailbox2@example.com* will be an alternative address to *mailbox1@example.com*
- mail *domain* aliases
 - the mailbox and its alias have different domain parts (i.e. mail domain and its alias) and the same mailbox names. For instance, *example.net* being a mail alias to *example.com*, every mailbox on *example.com* will have a counterpart on *example.net*, specifically *mailbox@example.net* will be an alternative mail address to *mailbox@example.com*.

Mail domain aliases come with regular domain aliases only. You can't have a mail domain alias without a regular domain alias.

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 mail domain aliases](#)
- [Remove a mailbox name alias](#)
- [Remove mail 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*:

Mail control		
Mail domains	katonchik.lviv.ua <input type="button" value="Go"/>	
Mail Service		
Mail server	mail1.hs.psoft.net	
Login	The e-mail address you use.	
Object	Type	Properties
postmaster@katonchik.lviv.ua	 MAIL BOX	
webmaster@katonchik.lviv.ua	 MAIL BOX	
Add new mail resource		
		To see mail object properties select mail object.


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

Add new mail resource
Select type of mail resource in drop-down list
Mail box <input type="button" value="Next>>"/>

4. Click *Next*.

5. Agree with the charges, if any.

6. Fill the form on the page that appears:

Add a new Alias	
Alias Local Name	questions + @zyxel31.psoft
To Mbox	oleg31test@zyxel31.psoft ▼
Comment	feedback
?! 	Submit

7. Enter the mailbox name alias 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 Mail Domain Aliases

Like most other features, mail domain alias can be enabled or disabled in your hosting plan. To have it enabled, change plan or contact your hosting administrator.

You can create mail domain aliases for ALL your mailboxes on the primary mail domain, rather than for an individual mailbox. To enable mail domain aliases:



1. Select the *Domain Settings* menu.
2. On the page that appears, click *Add* to add a totally new domain alias or *Edit* to use your domain alias with mail service:
3. On the [next page](#), make sure to check the *New Mail Domain Alias* box. Then click *Submit*.
4. Select *Mail Info* in the *Mail Info* menu to check whether Mail Domain Alias has been activated:

Note that on the *Mail Settings* page you can create mail domain aliases only based on existing domain aliases.

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 Mail Domain Aliases

Important:

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

To remove mail 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:

Click the *Delete* icon next to the mail domain alias you would like to disable.

Related Docs: • [Mailboxes](#)

Mail Autoresponders

Related Docs: • [Mailboxes](#)

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.

Mail control	
Mail domains	katonchik.lviv.ua <input type="button" value="Go"/>
Mail Service	
Mail server	mail1.hs.psoft.net
Login	The e-mail address you use.
Object	Type
postmaster@katonchik.lviv.ua	 MAIL BOX
webmaster@katonchik.lviv.ua	 MAIL BOX
Add new mail resource	
Properties	
To see mail object properties select mail object.	

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

Add new mail resource
Select type of mail resource in drop-down list
Mail box <input type="button" value="v"/>
<input type="button" value="Next>>"/>

- Agree with the charges, if any.

Add a new autoresponder to samira@katonchik.lviv.ua

?! Send a Copy To	<input type="text"/>	+
Subject	<input type="text"/>	-

Message

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	
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: • [Mailboxes](#)

Hosting MySQL Databases

Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting PostgreSQL Databases](#)

MySQL is a popular database management system. It allows you to add, access, and process stored data. This document will guide you through:

- [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 *MySQL DB creation Wizard* automatically appears.
2. On the form that shows enter the name of the database and database description if needed:

The MySQL Database Creation Wizard Step 1	
<p>The first step of the MySQL database creation wizard allows you to create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database clients or tools. The Database description field allows you to provide a short description of the database. This description is used only in the HSphere 2.0 control panel to remind the purpose of this database.</p>	
Name of database	<input type="text"/> !
Database description	<input type="text"/>
?! 	<input type="button" value="Next"/>

NOTE:

Starting from version 2.3.1, new MySQL databases are created with the *username_* prefix, where *username* is a unique identifier that contains either first letters of the name of an account under which this database is created, or that account name's first letters and a unique number if there are several account names starting with the same letters. This is done to prevent the creation of databases with the same name under different users.

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:

The MySQL Database Creation Wizard Step 2. Adding Users to database																					
<p>In this step you will add users and set their privileges on the newly created database. In the left part of the form you can add new users. In the right part you can set privileges for already existing users on the newly created database. To add a new user, enter the user login and password, then select a typical role for this user. If you need to set more specific privileges, you can do this from the 'MySQL privileges' form later (after the user has been created). To set privileges on the newly created database for an existing user, select this user from the list, then select a typical role of this user and then press the 'Add existing user' button. If you need to set more specific privileges on the database, you can do this from 'MySQL privileges' form later.</p>																					
<table border="1"> <thead> <tr> <th colspan="2">Add MySQL user to the database database</th> </tr> </thead> <tbody> <tr> <td>User name</td> <td><input type="text"/> !</td> </tr> <tr> <td>Password</td> <td><input type="password"/> !</td> </tr> <tr> <td>Confirm password</td> <td><input type="password"/> !</td> </tr> <tr> <td>User role</td> <td>read ▾</td> </tr> <tr> <td colspan="2" style="text-align: center;">Add user</td> </tr> </tbody> </table>	Add MySQL user to the database database		User name	<input type="text"/> !	Password	<input type="password"/> !	Confirm password	<input type="password"/> !	User role	read ▾	Add user		<table border="1"> <thead> <tr> <th colspan="2">Granting privileges to an existing user on the database database</th> </tr> </thead> <tbody> <tr> <td>Pick user</td> <td>tester ▾</td> </tr> <tr> <td>User role</td> <td>read ▾</td> </tr> <tr> <td colspan="2" style="text-align: center;">Grant</td> </tr> </tbody> </table>	Granting privileges to an existing user on the database database		Pick user	tester ▾	User role	read ▾	Grant	
Add MySQL user to the database database																					
User name	<input type="text"/> !																				
Password	<input type="password"/> !																				
Confirm password	<input type="password"/> !																				
User role	read ▾																				
Add user																					
Granting privileges to an existing user on the database database																					
Pick user	tester ▾																				
User role	read ▾																				
Grant																					
Finish																					

- ◆ 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	 
	test2	test2	 

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 
Users of the database	user11    







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:

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 
Users of the database	user11    

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:

Add MySQL user to the database test1	
User name	<input type="text"/>
Password	<input type="password"/>
Confirm password	<input type="password"/>
User role	read
<input type="button" value="Add"/>	
Granting privileges to an existing user on the database test1	
Pick user	user1
User role	read
<input type="button" value="Grant"/>	

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.

You are about administrating user privileges on database		
	Current user	user3
	Current database	main_products
TT	Edit privileges	
	Privilege name	Current status
	grant	<input type="checkbox"/>
	drop	<input type="checkbox"/>
	update	<input type="checkbox"/>
	create	<input type="checkbox"/>
	alter	<input type="checkbox"/>
	index	<input type="checkbox"/>
	select	<input checked="" type="checkbox"/>
	insert	<input type="checkbox"/>
	delete	<input type="checkbox"/>
?!	<input type="button" value="Submit"/>	

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: • [Hosting Microsoft SQL Databases](#) • [Hosting PostgreSQL Databases](#)

Hosting PostgreSQL Databases

Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting MySQL Databases](#)

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.

Add PostgreSQL user	
User name	<input type="text"/>
Password	<input type="password"/> !
Confirm Password	<input type="password"/> !
<input type="button" value="Add"/>	





3. Agree to additional charges.

Deleting Users and changing their passwords.

To delete the PostgreSQL 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.

PostgreSQL users management	
Host Name	ultra.psoft
Port Number	5432
Users created by you. If you want to drop a user, firstly delete all user's privileges. If you don't make this, a new user will have a privileges of a deleted user.	pg_user1  CHANGE pg_user2  CHANGE   ADD

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
?! 				

3. Enter the name and description of the database:

The PGSQL Database Creation	
Create a database. In the Name of database field enter the name of the database you are creating. This name will be used later when you connect to the database from any database clients or tools. The Database description field allows you to provide a short description of the database. The Database owner field allows you to choose from a list of users.	
Database name	<input type="text"/> !
Description	<input type="text"/>
Database owner	pg_user1 ▾
<input type="button" value="Submit"/>	

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

Editing PostgreSQL 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	 
			

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 properly configured database
Database description	stock_db 
Quota	Used 1.54 Mb out of 5 Mb 

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

Changing PostgreSQL disk quota.

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

To change PostgreSQL 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 properly configured database
Database description	stock_db 
Quota	Used 1.54 Mb out of 5 Mb 

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

Related Docs: • [Hosting Microsoft SQL Databases](#) • [Hosting MySQL Databases](#)

Hosting Microsoft SQL Databases

(Windows accounts only)

Related Docs: • [Hosting MySQL Databases](#) • [Hosting PostgreSQL Databases](#)

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






Unlike other SQL databases, MS SQL databases are dependable on logins which give access to MS SQL Server. Once login is created, you can create databases associated with it. After creating a database, H–Sphere automatically creates users with specific permissions. Beside customer users, H–Sphere automatically creates an H–Sphere user for the owner login. So, to create and manage MSSQL database, follow the given sequence:

- [Creating Microsoft SQL logins](#)
- [Creating Microsoft SQL databases](#)
- [Adding MS SQL database users](#)
- [Changing MS SQL quota](#)
- [Managing MS SQL databases through web–interface](#) (MS SQL Manager)


Creating Microsoft SQL Logins

To create an MS SQL login, do the following:

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

MS SQL server access logins		
MS SQL logins are used to access the MS SQL Server.		
TT	Login	Controls
?!	catalog-fptest17	  CHANGE
?!	products-fptest17	  CHANGE
 ADD		

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

The MSSQL Login Creation Form	
Login	<input type="text"/> !
Password	<input type="password"/> !
Confirm password	<input type="password"/> !
?! 	<input type="button" value="Submit"/>

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

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

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

Important: With deleting a login, H-Sphere will delete all DBs created under it and also all users under the DBs. Also if you have some users under this login that are associated with another DB, these users will be deleted as well. Please make sure you want to delete the login before clicking *Trash*.

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:

MS SQL databases			
You can manage your databases with MS SQL Enterprise Manager using the logins that these databases were created under.			
	Host Name	mssql.beta2.tst (192.168.112.137)	
	Database name	Database login	Controls
?! ?	software-fptest17	products-fptest17	
?! ?	hardware-fptest17	catalog-fptest17	

3. Fill the *MSSQL Database Creation* form:

The MSSQL Database Creation Form	
Database name	software <input type="text"/> + -fptest17
Login	products-fptest17 <input type="button" value="v"/>
?! ?	<input type="button" value="Submit"/>

4. Click the *Submit* button.

5. Agree to additional charges.

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

MS SQL databases			
You can manage your databases with MS SQL Enterprise Manager using the logins that these databases were created under.			
	Host Name	mssql.beta2.tst (192.168.112.137)	
	Database name	Database login	Controls
	software-fptest17	products-fptest17	
	hardware-fptest17	catalog-fptest17	

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.beta2.tst
Database name	software-fptest17
Database login	products-fptest17
Database quota	Database/Transaction Log file quota ratio 50 % Used database file 1 MB out of 7 MB Used transaction log file 1 MB out of 8 MB Used total 2 MB out of 15 MB CHANGE
Database users	

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

Add MSSQL user to the database software-fptest17	
User name	customer + -fptest17
MSSQL login	catalog-fptest17 ▼
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 database 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:

Change database quota for hardware-ftpctest17	
Old database/transaction log file quota ratio	50%
New database/transaction log file quota ratio	20% ▼
Total quota size (in MB)	15 +
<input type="button" value="Submit"/>	

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

Managing MS SQL databases (MS SQL Manager)

You can manage your MS SQL databases through a web–interface with [ASP Enterprise Manager](#), in your control panel called *MS SQL Manager*. To set up and launch MS SQL Manager:

1. Select the *Domain Settings* menu.
2. On the page that appears, click *Edit* for *Web Service*.
3. On the *Web Options* page, enable *ASP* and *ASPNET* if they are disabled. Then enable MS SQL Manager at the bottom of the page.
4. Click the *Magnifying glass* icon that appears to launch MS SQL Manager. You'll be asked to choose the login to connect to your MS SQL databases:

MSSQL manager		
Choose MSSQL login	mssql-login ▼	<input type="button" value="login"/>

Related Docs: • [Hosting MySQL Databases](#) • [Hosting PostgreSQL Databases](#)

Creating ODBC DSN Records

Related Docs: • [Hosting Microsoft SQL databases](#)









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) 
Microsoft Access Driver (*.mdb) 
Microsoft Visual FoxPro Driver 
Microsoft dBase Driver (*.dbf) 
Microsoft Excel Driver (*.xls) 
SQL Server 
MySQL 
PostgreSQL 

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- <input type="text" value="mydatabase"/> +	DSN name
SourceDB	<input type="text"/>	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	<input type="text" value="DBC"/> ▾	
BackgroundFetch	<input type="text" value="-optional-"/> ▾	
Collate	<input type="text" value="-optional-"/> ▾	
Description	<input type="text"/> +	optional
Exclusive	<input type="text" value="-optional-"/> ▾	
<input type="button" value="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.

Your DSN	
test (Microsoft Visual FoxPro Driver)	 
tester (PostgreSQL)	 

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: • [Hosting Microsoft SQL databases](#)

Securing Transferred Data through SSL

Related Docs: • [Direct Access to Server](#)

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 permanent certificate](#) from a trusted Certificate Authority
- [renewing permanent certificates](#)
- [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:

[Generate a temporary SSL certificate and certificate request](#)

SSL Server Private Key

SSL Certificate

Site Name

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:

SSL Certificate Signing Request Parameters	
Site Name	<input type="text" value="katon.psoft.net"/>
e-mail	<input type="text" value="katon@pssoft.net"/> +
Company	<input type="text" value="Positive Software"/> +
Organization Unit	<input type="text"/> !
Locality	<input type="text" value="Austin"/> +
State	<input type="text" value="Texas"/>
State (if other)	<input type="text"/> +
Country	<input type="text" value="United States"/>
<input type="button" value="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-----
MIIB1zCCAUAQAQAwgZYxCzAJBgNVBAYTA1VBMQswCQYDVQQIEwJQOTENMAsGA1UE
BxMETHZpdjEaMBGGA1UEChMRUG9zaXRpdmUgU29mdHdhcmUxYjAUBGNVBAsTDU5v
dCBzcGVjaWZpZWQxZzAVBgNVBAMTDnd3dy5paS5sdm12LnVhMR4wHAYJKoZIhvcN
AQkBFg9rYXRvbWk29mdC5uZXQwZzZ8wDQYJKoZIhvcNAQEBBQADgYOAAMIGJAoGB
AMPWlifPj43obbkUct1ztWU6Sq2NCA7NVwbf1RuNHZj2RIOjIn1Z97IRN+iI3iQ
g/o+ySgW1HE1X5LuJvvug/qP3bjeuXm7CBx52WCJcYgw9R33mBfZZPWqT9fNhgW
aZSWNNFPsFs/sajduxIlcb4HZBfrOSpyU9TPvHj6OtUXAgMBAAGGADANBgkqhkiG
9w0BAQQFAA0BgQC3ywZhJoj3LMD0THVf6W3JTZfcKvyC6/MYcCxOtkGXqddhZdLV
Xga69SmyUFONLzDGtD/DBGoXtaRNQU1Xwr2fYcKHRnnxRhNB6iuQTJkr1PyykOTk
```

SSL Server Private Key

```
-----BEGIN RSA PRIVATE KEY-----
MIICXgIBAAKBgQDD1pYnz4+N6G25FHLdc7V1ukqtjQgOzVcG35UbjR849kSNJyYp
9WfeyETfoin4kIP6PskoFtRxNV+S7ib77oP6j9243r15uwgcedlgiXGIMPUD95gX
2WT1qk/XzYahsGmUljTRT7BbP7Go3bsSjXG+B2QX69Egc1PUz7x4+jrVFwIDAQAB
AoGACTBRXU7U2oCOXUHDxfam5T4HcPsODJW/5pepBGDrvR14+/KBT0ix1fcpnCCc
b3TAbIZzo8jmcOVjNZ6s/5ciZBNETaGWR8YQcWE7wKC+0/3+BKAjF8AkxUo8Dhv
N8CPoirt/ImEi/+oxnRWKhUVrdoT3J613kmJuUsgPzNrDYkCQQDmgE1MD1piBc9A
GJ20CWWgTpx934UUKP1LoMRUuuuPkS3SKiTTjA9ULCdAhgW/DEAUHn6XE+RgTrJq
JsWg6m9NAkEA2Yck6KvXOSu+hFcR+B+jHD2a0/9ubT3Lb5UR2+mVWGzYxhgOeg2x
OHCYH9yEQx4RKP5G88sZVImaNYDcQOZr8wJBAJV7HSW3SzeIfXgevp8T/QDyGhCT
```

Temporary SSL certificate

```
-----BEGIN CERTIFICATE-----
MIICwjCCAiugAwIBAgIBATANBgkqhkiG9w0BAQQFAADBKMQswCQYDVQQGEwJVQOTEN
MAsGA1UECBMETHZvdjENMAsGA1UEBxMETHZvdjEOMAwGA1UEChMFUHNvZnQxDTAL
BgNVBAMTBES9sZWcwHhcNMDEwNzAyMTYxOTU0WWhcNMDIwNzAyMTYxOTU0WjCB1jEL
MAkGA1UEBhMCVUExCzAJBgNVBAGTAk5BMQ0wCwYDVQQHEwRMdm12MR0wGAYDVQQK
ExFQb3NpdG12ZSBTb2Z0d2FyZTEwMBQGA1UECXMNTm90IHNwZW50Zm1lZDEXMBUG
A1UEAxM0d3d3LmlpLmx2aXYudWEwHjAcBgkqhkiG9w0BCQEW2thdG9uQHBzb2Z0
Lm5ldDCBnzANBgkqhkiG9w0BAQEFAA0BjQAwwYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrYOIDS1XBt+VG40fOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYI1xiDD1HfeYF91k9apP182GobBp1JY00U+wWz+xqN27E1Vx
```

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 certificate signing request (CSR) 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*:

Edit SSL	
Domain Name:	katon_u0.u1.psoft
Install Certificate based on previously generated Certificate request	Certificate File:
	<div style="border: 1px solid black; height: 200px; width: 100%;"></div>
	<input type="button" value="upload"/>

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

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

Renewing Permanent Certificates

If your certificate is about to expire, do the following:

- Find the certificate signing request (CSR) that you saved when [acquiring the old certificate](#).
- Go to your certificate authority and choose to renew the certificate. When requested, enter the CSR.
- After the permanent SSL Certificate has been generated, save it to a secure location.
- Select *Domain info* in the *Domain Settings* menu.
- Go to the *Web Service* page and click the *Edit* icon in the *SSL* field.
- Enter the certificate into the upper box of the form that opens ("Install Certificate based on previously generated Certificate request"):

Edit SSL	
Domain Name:	katon_u0.u1.psoft
Install Certificate based on previously generated Certificate request	Certificate File:
	<div style="border: 1px solid gray; height: 200px; width: 100%;"></div>
	<input type="button" value="upload"/>

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

7. Click *Submit*.
8. Now you can use the certificate 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*):

New 3rd level Domain Alias	
In order to use shared SSL certificate, you need to create third level domain alias for your site. Please choose appropriate name for it.	
Alias for domain testik67.com	<input type="text" value="testik67"/> + <input type="text" value="victor.psoft"/>
<input type="button" value="Submit"/>	

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 `` or simply ``. If you use the `` 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 non-secure items" option, but no graphics will be displayed.

Related Docs: • [Direct Access to Server](#)

Installing Comodo SSL Certificate

Related Docs: • [Securing Transferred Data through SSL](#)

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	<input type="text" value="katon.psoft.net"/>
e-mail	<input type="text" value="katon@pssoft.net"/> +
Company	<input type="text" value="Positive Software"/> +
Organization Unit	<input type="text"/> !
Locality	<input type="text" value="Austin"/> +
State	<input type="text" value="Texas"/>
State (if other)	<input type="text"/> +
Country	<input type="text" value="United States"/>
<input type="button" value="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.

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

SSL Certificate Signing Request

```
-----BEGIN CERTIFICATE REQUEST-----
MIIB1zCCAUAQAQAwgZYxCzAJBgNVBAYTA1VBMQswCQYDVQQIEwJQOTENMAsGA1UE
BxMETHZpdjEaMBGGA1UEChMRUG9zaXRpdmUgU29mdHdhcmUxLjAUBGNVBAsTDU5v
dCBzcGVjaWZpZWQxZzAVBgNVBAMTDnd3dy5paS5sdm12LnVhMR4wHAYJKoZIhvcN
AQkBFg9rYXRvbWw2Z9mdC5uZXQwZzZ8wDQYJKoZIhvcNAQEBBQADgYOAAMIGJAoGB
AMPWlifPj43obbkUct1ztWU6Sq2NCA7NVwbf1RuNHZj2RIOjIn1Z97IRN+iI3iQ
g/o+ySgW1HE1X5LuJvvug/qP3bjeuXm7CBx52WCJcYgw9R33mBfZZPWqT9fNhgGw
aZSWNNFPsFs/sajduxIlcb4HZBfrOSpyU9TPvHj6OtUXAgMBAAGGADANBgkqhkiG
9w0BAQQFAA0BgQC3ywZhJoJ3LMD0THVf6W3JTZfcKvyC6/MYcCxOtkGXqddhZdLV
Xga69SmyUFONLzDGtD/DBGoXtaRNQU1Xwr2fYcKHRnnxRhNB6iuQTJkr1PyykOTk
```

SSL Server Private Key

```
-----BEGIN RSA PRIVATE KEY-----
MIICXgIBAAKBgQDD1pYnz4+N6G25FHLdc7VluktjQgOzVcG35UbjR849kSNJyYp
9WfeyETfoin4kIP6PskoFtRxNV+S7ib77oP6j9243r15uwgcedlgiXGIMPUD95gX
2WT1qk/XzYahsGmUljTRT7BbP7Go3bsSjXG+B2QX69Egc1PUz7x4+jrVFwIDAQAB
AoGACTBRXU7U2oCOXUHDxfam5T4HcPsODJW/5pepBGDrvR14+/KBT0ix1fcpnCCc
b3TAbIZzo8jmcOVjNZ6s/5ciZBNETaGWR8YQcWE7wKC+0/3+BKAjF8AkxUo8Dhv
N8CPoirt/ImEi/+oxnRWKhUVrdoT3J613kmJuUsgPzNrDYkCQQDmgE1MD1piBc9A
GJ20CWWgTpx934UUKP1LoMRUuuuPkS3SKiTTjA9ULCdAhgW/DEAUHn6XE+RgTrJq
JsWg6m9NAkEA2Yck6KvXOSu+hFcR+B+jHD2a0/9ubT3Lb5UR2+mVWGzYxhgOeg2x
OHcYH9yEQx4RKP5G88sZVImaNYDcQOZr8wJBAJV7HSW3SzeIfXgevp8T/QDyGhCT
```

Temporary SSL certificate

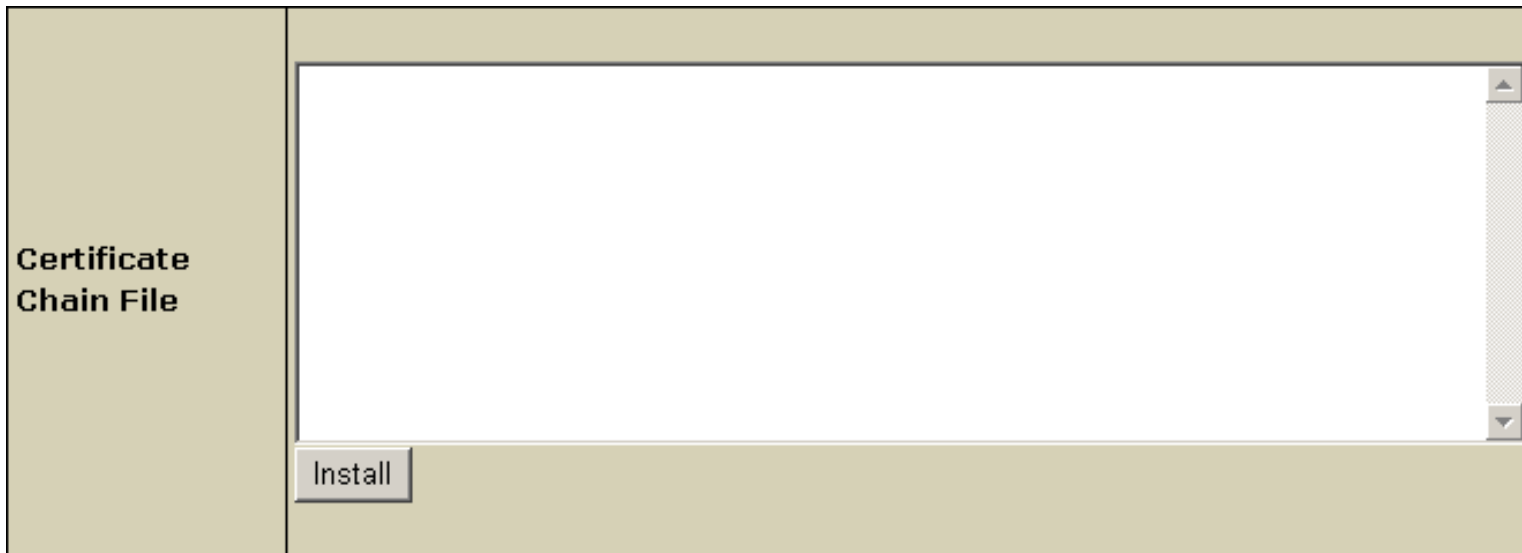
```
-----BEGIN CERTIFICATE-----
MIICwjCCAiuGAWIBAgIBATANBgkqhkiG9w0BAQQFAADBKMQswCQYDVQQGEwJVQOTEN
MAsGA1UECBMETHZvdjENMAsGA1UEBxMETHZvdjEOMAwGA1UEChMFUHNvZnQxDTAL
BgNVBAMTBES9sZWcwHhcNMDEwNzAyMTYxOTU0WWhcNMDIwNzAyMTYxOTU0WjCB1jEL
MAkGA1UEBhMCVUExCzAJBgNVBAGTAk5BMQ0wCwYDVQQHEwRMDm12MR0wGAYDVQQK
ExFQb3NpdG12ZSBTb2Z0d2FyZTEwMBQGA1UECXMNTm90IHNwZW50Zm1lZDEXMBUG
A1UEAxM0d3d3LmlpLmx2aXYudWEhHjAcBgkqhkiG9w0BCQEWd2thdG9uQHBzb2Z0
Lm5ldDCBnzANBgkqhkiG9w0BAQEFAAOBjQAawYkCgYEAw9aWJ8+PjehtuRRy3XO1
ZbpKrYOIDS1XBt+VG40fOPZEjScmKfVn3shE36IjeJCD+j7JKBbUcTVfku4m++6D
+o/duN65ebsIHHnZYI1xiDD1HfeYF91k9apP182GobBp1JY00U+wWz+xqN27E1Vx
```

Submit Query

7.
 - ◆ 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*:

Edit SSL	
Domain Name:	katon_u0.u1.psoft
Install Certificate based on previously generated Certificate request	Certificate File:
	<div style="border: 1px solid black; height: 150px; width: 100%;"></div>
	<input type="button" value="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: • [Securing Transferred Data through SSL](#)

Creating an Online Store

Related Docs: • [Hosting MySQL databases](#)

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	<u>Miva Merchant</u> 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 .	<u>osCommerce</u> 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) .
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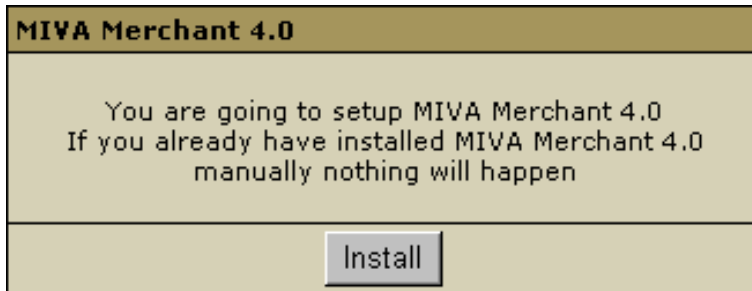
<p>features</p>	<ul style="list-style-type: none"> • Store management (simple wizards and sophisticated tools) • Account management (provide frequent shopper programs, discounted pricing and special product availability) • Catalog Management • Associating complimentary products to give shoppers the opportunity 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 	<ul style="list-style-type: none"> • 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)
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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:

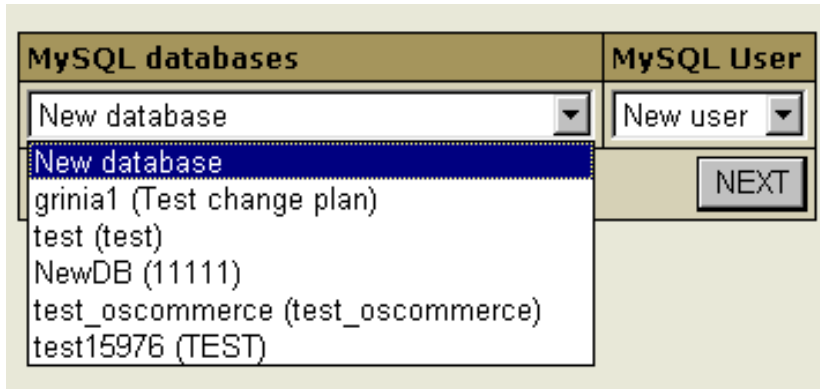


8. Click the *Edit* icon to configure your Miva shopping cart. Alternatively, you can do it using Miva administration panel. When it prompts you for a login and a password, enter those you use for your FTP account.
9. Click the *View* icon to see how your online store looks from the Internet.
10. To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

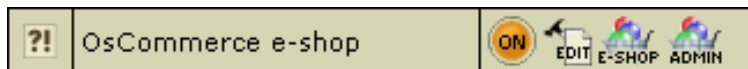
The databases used by osCommerce will show among your MySQL databases marked "*(Locked By osCommerce)*".

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.

- 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	    	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: • [Hosting MySQL databases](#)

Paying for Hosting

Related Docs: • [Getting Technical Support](#)

This document answers the most important questions connected with billing:

- [How do I pay?](#)
- [How do I create a billing profile?](#)
- [How do I become a pay user?](#)
- [How do I pay with web based payment systems?](#)
- [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 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. [How do I become a pay user?](#)
- **PayPal / WorldPay / 2CheckOut / GestPay / PaySystems** – these systems offer a web interface to [make payments manually](#).










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:

TT Billing profile 	
 Edit Billing Profile	Credit Card  <input type="button" value="Edit"/>
 Receive the invoice by e-mail?	
 Plan	Win 2000  CHANGE
 Billing Period	1 MONTH  CHANGE

- **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 become a pay user?

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

TT Billing Profile	
?! New Billing Profile	Credit Card <input type="button" value="Create"/>
<p>You have 0 days left till the end of your trial period. To become H*Sphere 2.0 pay user, please enter your billing information. You will be charged for the period you have been signed up for. To view your bill please go to the Online Invoice page. After you agree to the pay terms of use, OpenSRS support will become enabled.</p>	

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 do I pay with web based payment systems?

If you choose to pay with a web based payment system such as PayPal or WorldPay, you need to make an advance payment not less than the registration fee:

1. [Create a billing profile](#) with a web based payment system if you haven't yet. A section with the amount due appears at the bottom of the billing info page.
2. Click *submit query*. You'll be redirected to this gateway web interface to make the payment. You may have to create an account if you don't have one.
3. Submit the payment. If the money is successfully charged to the credit card, the control panel receives a confirmation and the payment gets registered.
4. Give your web host some time to processes the payment and enable the account. You will receive a welcome email upon account activation.

Since you pay outside the control panel, your credit card info won't be stored in your billing profiles and billing info won't show in the control panel.

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 remaining part

		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	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	Simultaneous	Simultaneous	N/A	Charged at the	N/A	% of the

	connections to RealServer that you get for free	connections to RealServer that you currently have	connections to RealServer that you can have		beginning of the billing period for the difference between the limit and the free units	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:

Account Billing Info			
Credit Limit i	\$10.00	Balance i	\$91.10 CR
Your current billing period started on Apr 2, 2002 and ends up on Jun 2, 2002 i			
Invoices i			
Description i			Total i
Unix #1010 (4/2/02 i - Open i)			\$ 3.90
Unix #1010 (3/2/02 i - 4/2/02 i)			\$185.59
Unix #1010 (2/2/02 i - 3/2/02 i)			\$134.78

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.

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 i

w (Test, xxxxxxxxxxxxxx1111, 01/2003) ▼

Get invoice for this billing profile

Invoices i

Description i	Amount i	From i	To i
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 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:

Are You sure You want to remove your account and get your money back?
Yes, I do want to get my money back
No, I do not want to remove my account

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

Your Account is SUSPENDED	
You account has been suspended for the following reason(s): Money back request	
You can view/change your Billing Profile	
You can view your Online Invoice	
Your invoice to be paid on resuming	
Your balance for the past period	\$12.95
RECURRENT	Actual account (7/5/01 - 8/5/01) \$12.95
TOTAL: \$0.00	

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

Related Docs: • [Getting Technical Support](#)

Getting Technical Support

Related Docs: • [Mailboxes](#)


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:

Please describe the problem 	
Title	<input type="text" value="MSSQL database"/>
E-Mail	<input type="text" value="techsupport@domain.com"/> + <input type="checkbox"/> disable e-mail confirmation
Priority	<input type="text" value="Normal"/> ▾
Please describe the nature of the problem and how it can be repeated, include as much information as you can, this will help to solve your problem faster	
<div style="border: 1px solid gray; padding: 5px;"> <p>Hello, Please explain how to create a MSSQL database and its users.</p> </div>	
Attachments	
<input type="text" value="[Select the files to attach]"/>	
<input type="button" value="Submit"/>	
Choose the file to upload:	<input type="text"/> <input type="button" value="Browse..."/> <input type="button" value="Upload"/>

- ◆ *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:

Trouble Tickets 					
<u>Id</u>	<u>Title</u>	<u>Priority</u>	<u>Last Modified</u>	<u>Created</u>	<u>Action</u>
784	*Shell access request	High	06.12.2001 23:31:08	30.11.2001 13:09:04	Close
816	FTP1	Normal	21.12.2001 14:04:27	21.12.2001 14:04:27	Close
817	Problem	Normal	21.12.2001 14:04:44	21.12.2001 14:04:44	Close
[Prev] [1] [Next]					

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

Ticket: MSSQL database (Sep 3, 2002 1:20:18 PM)		
Priority	High <input type="button" value="Change"/>	<input type="button" value="Close"/>
E-Mail	techsupport@domain.com <input type="checkbox"/> disable e-mail confirmation	<input type="button" value="Change"/>
Q: Hello, Please explain how to create a MSSQL database and its users. <i>[Sep 3, 2002 1:20:18 PM]</i>		
Add New Message:		
<div style="border: 1px solid gray; padding: 5px;"> Please click MS SQL server icon on your control panel home page.. </div>		
<input type="button" value="Submit"/>		

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: • [Mailboxes](#)

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](#))

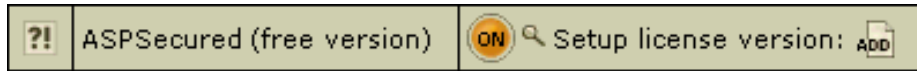
ASPSecured provides free trial and paid versions ([read more about ASPSecured licenses](#))

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)*

?!	ASP	ON
?!	ASPSecured (free version)	OFF

2. Turn the *ASPSecured* ON.



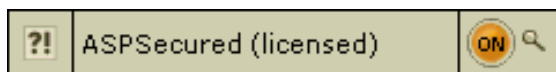
3. To obtain full featured ASPSecured paid version, click the *Add* icon for a licensed version.

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.*

Setup license version:	
Firstly, you should purchase ASPSecured. Click here and choose 'ASPSecured Lite', 'ASPSecured Pro' or 'ASPSecured Source Code' version (you have got a free version already). After you've purchased ASPSecured paid version, you will have to provide an order ID. Please enter order ID below.	
Enter order ID	<input type="text"/>
<input type="button" value="Submit"/>	

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



Obtaining Direct Access To Server

Related Docs: • [Mailboxes](#)

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:

?! Crontab:	
?! Shell Access	

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:

TT	# Jobs						
?! <input type="checkbox"/>	Mail-To: <input type="text" value="greg@psoft.lviv.ua"/> +						
TT	Minute <input type="text"/>	Hour <input type="text"/>	Day of month <input type="text"/>	Month <input type="text"/>	Day of week <input type="text"/>	Command <input type="text"/>	Delete
?! <input type="checkbox"/>	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/> +	<input type="text"/>	New
							<input type="button" value="Submit Query"/>

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

Related Docs: • [Mailboxes](#)

Virtual Private Servers

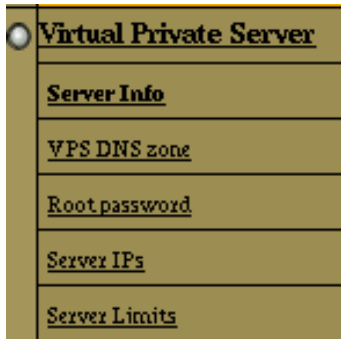
Starting with version 2.3.1 Final and higher, H-Sphere comes with Virtual Private Server support. It offers a series of advantages and privileges in that you get your own Linux server with root access, whereas in regular user accounts you could only request non-root access from the administrator. You can do the following in your user control panel:

- [Check VPS status](#)
- [Add Custom DNS Records](#)
- [Change Root Password](#)
- [Add VPS IP](#)
- [Change Server Limits](#)

Checking Virtual Server Status

Such as installing Virtual Server takes a while, VPS will not be activated right away after signup. Until it gets activated, you can view only billing info and trouble ticket system in your user control panel. To make sure that VPS is activated and can be administered, you can check the VPS status:

1. On the user control panel home page, select the *Virtual Private Server* menu.



2. Select *Server Info*. The following page will show:



Status of vps132.test virtual private server	
Status	Is Being Run Stop It

3. If you need to restart VPS, click the *Stop it* link. To activate it later, click the *Start It* link.

Add Custom DNS Records

To configure DNS zones and add custom DNS records:

1. Select *VPS DNS Zone* in the *Virtual Private Server* menu. The following page shows:

DNS configuration					
Name	TTL	Class	Type	Data	
Built in A records					
vps132.test	86400	IN	A	192.168.114.133	
*.vps132.test	86400	IN	A	192.168.114.133	
Custom A records					
Add DNS A Record					
Custom MX records					
Add DNS MX Record					
Custom CNAME records					
Add DNS CNAME Record					

2. To add a custom DNS record, click the link in the necessary DNS record section.

Change Root password

You can log into your virtual server with a root password. In case you want to change it, do the following:

1. Select *Root password* in the *Virtual Private Server* menu.




Changing root password of vps132.test virtual private server	
Root password	<input type="text"/> !
Confirm password	<input type="text"/> !
<input type="button" value="Change"/>	

2. Enter a new password and confirm it again.
3. Click the *Change Edit* button.

Add VPS IP.

You can add more IPs to your virtual server:

1. Select *Server IPs* in the *Virtual Private Server* menu.







IP addresses assigned to your VPS		
TT	VPS IP Address	Action
?! 	192.168.114.133	
		

2. To delete existing IP, click the *Trash* icon next to it.

Change Server Limits.

You can increase or decrease server limits in the user control panel:

1. Select *Server limits* in the *Virtual Private Server* menu.

TT	Virtual Private Server Limits		Action
?! 	Disk Quota	used 143.4912109375 MB out of 500 MB .	 CHANGE
?! 	Memory Usage Limit	used 6.4375 MB out of 500 MB .	 CHANGE
?! 	Number of Process Limit	4 out of 500 processes up and running.	 CHANGE

2. To change a limit, click the *Change* icon in the corresponding *Action* section.
3. On the page that appears, enter a new limit and click *Submit*.